

FIG. 1

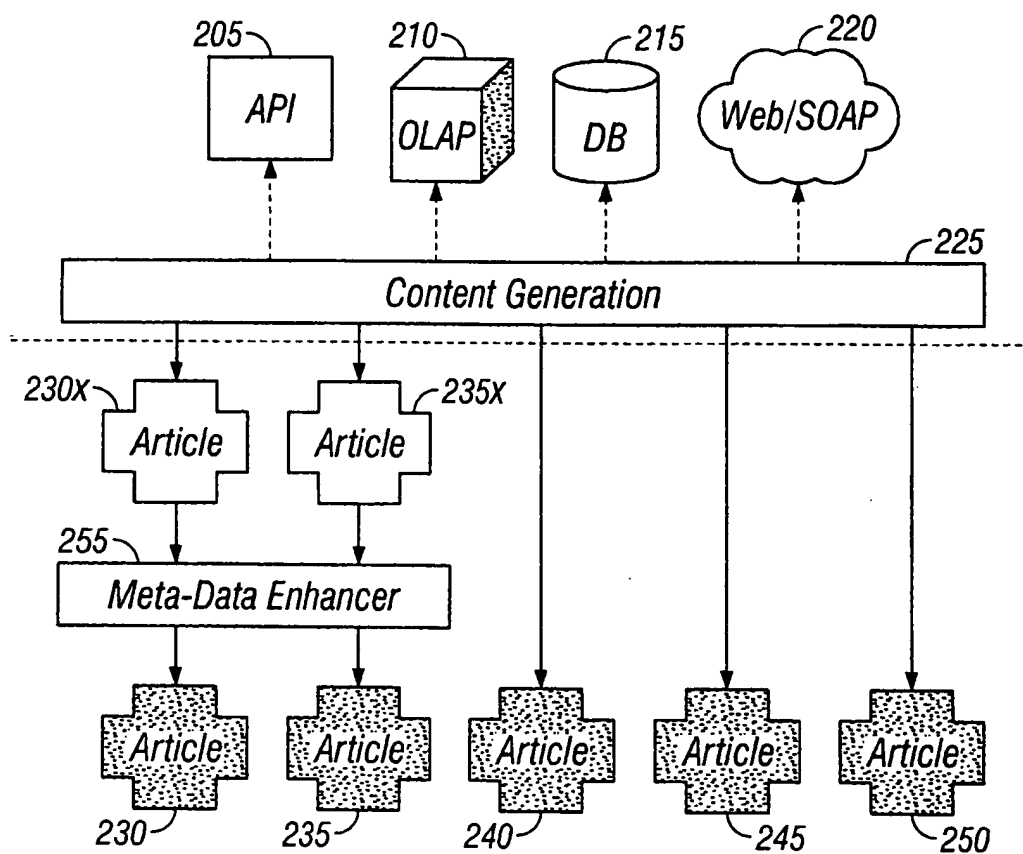


FIG. 2

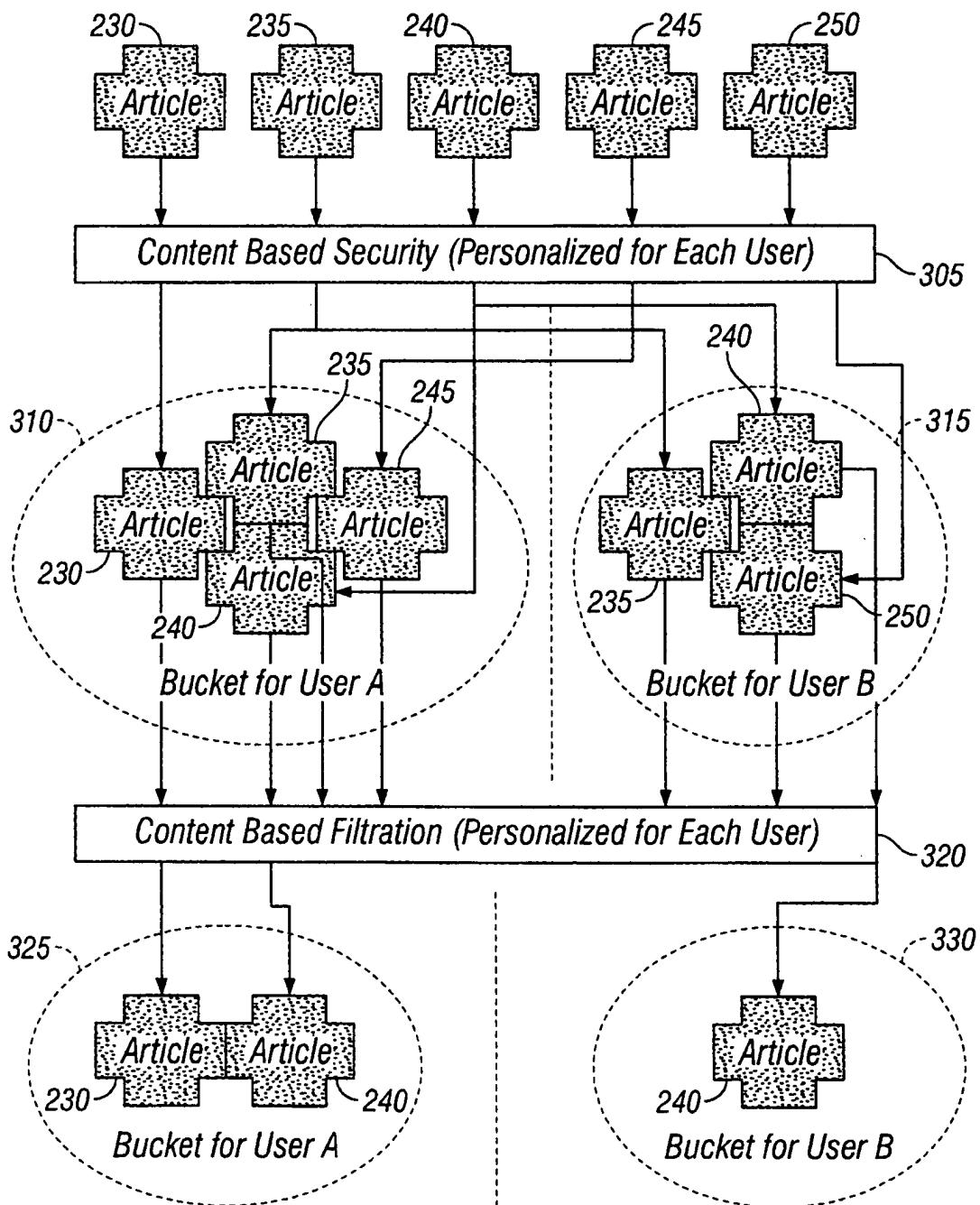


FIG. 3

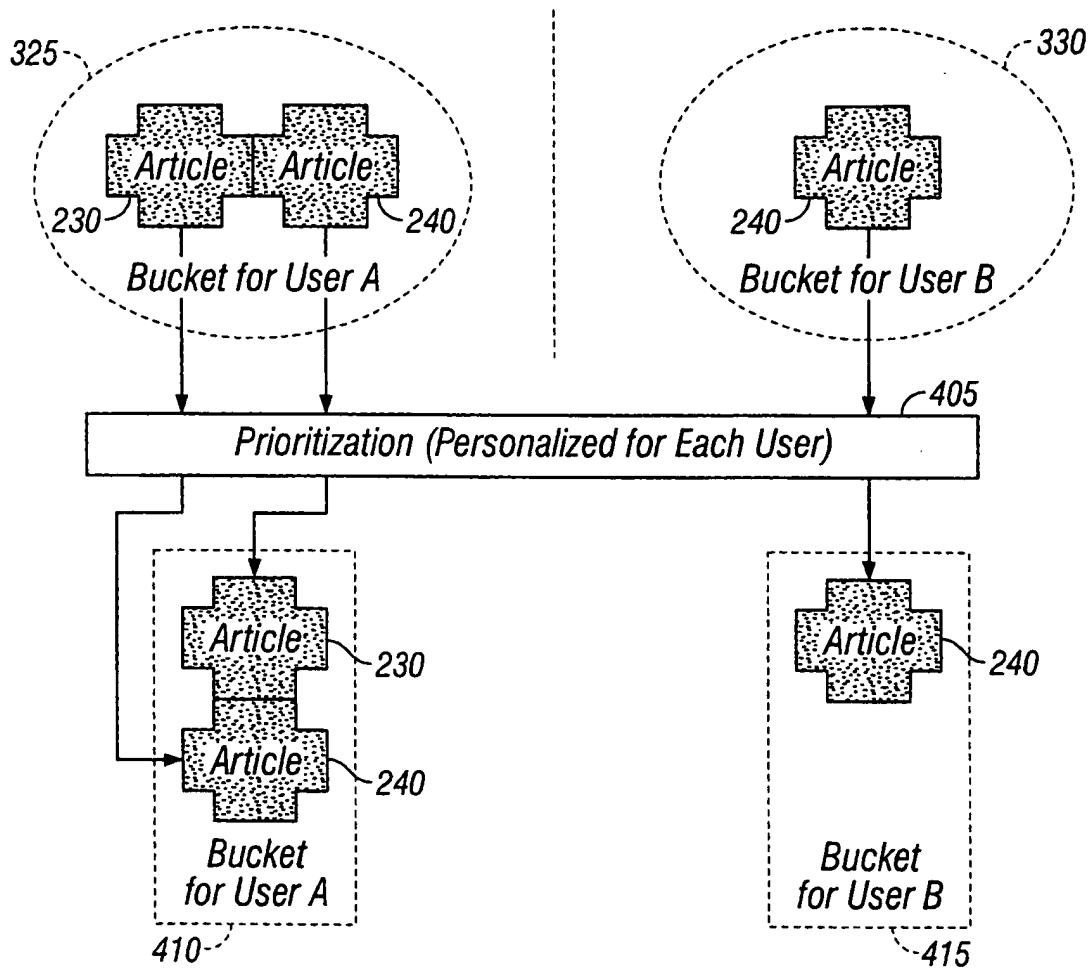


FIG. 4

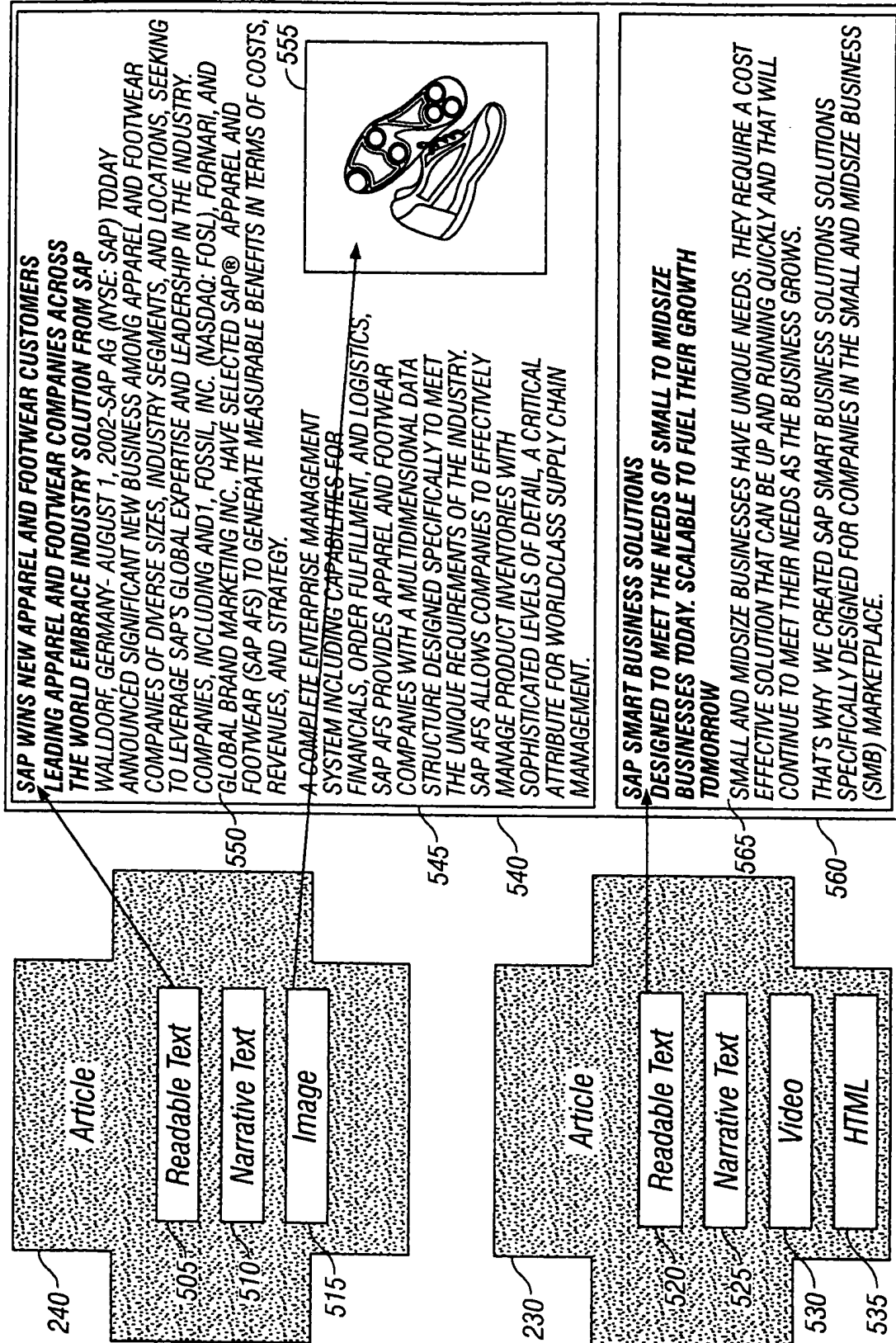


FIG. 5

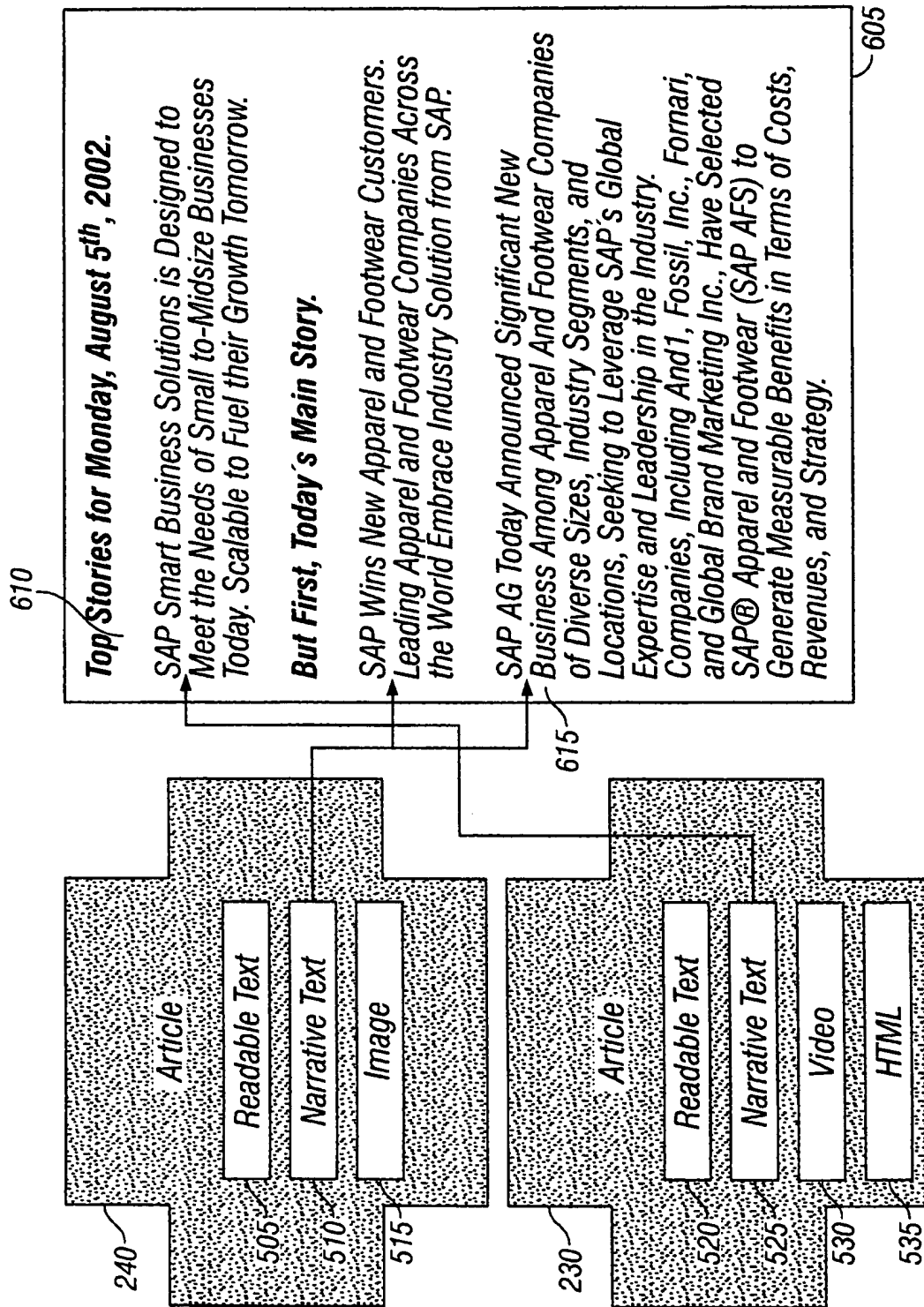


FIG. 6

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<Article>
  <Time>2002 -04- 24 15:02</Time>
  <Importance>Normal</Importance>
  <Author>agent@food4all.com</Author>
  <Content Type= " text/narrative " >
  <Headline>
    Four of our top customers in the Eastern Region have pending complaints.
  </Headline>
  <Details>
    Wacky Foods,
    My Muffin Ltd with $4M of annual sales have 1; Breads R Us with $1M of annual sales
    have 3; and Have Your Cake, Inc with $850K of annual sales have 2. The complaints
    KPI is at 88.7M
  </Details>
</Content>
<Content Type= " text/html " >
  <Headline>
    Pending Support Complaints for Top Customers in Eastern Region
  </Headline>
  <Html>


| Top Customers of Eastern Region - Pending Complaints |           |            |
|------------------------------------------------------|-----------|------------|
| Customer                                             | Sales Vol | Complaints |
| Wacky Foods                                          | \$10M     | 8          |
| My Muffins Ltd                                       | \$4M      | 1          |
| Breads R Us                                          | \$1M      | 3          |
| Have Your Cake Inc                                   | \$850K    | 2          |
| Complaints KPI                                       |           | 88.7M      |



  </Html>
</Content>
< DiscussionObjects >
  <Object Class= " BizPartner " Key= " Wacky Foods " />
  <Object Class= " BizPartner " Key= " My Muffins Ltd " />
  <Object Class= " BizPartner " Key= " Breads R Us " />
  <Object Class= " BizPartner " Key= " Have Your Cake Inc " />
  <Object Class= " Region " Key= " Eastern " />
  <Object Class= " SecurityRealm " Key= " Sales Numbers " />
</DiscussionObjects>
</Article>

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FIG. 7

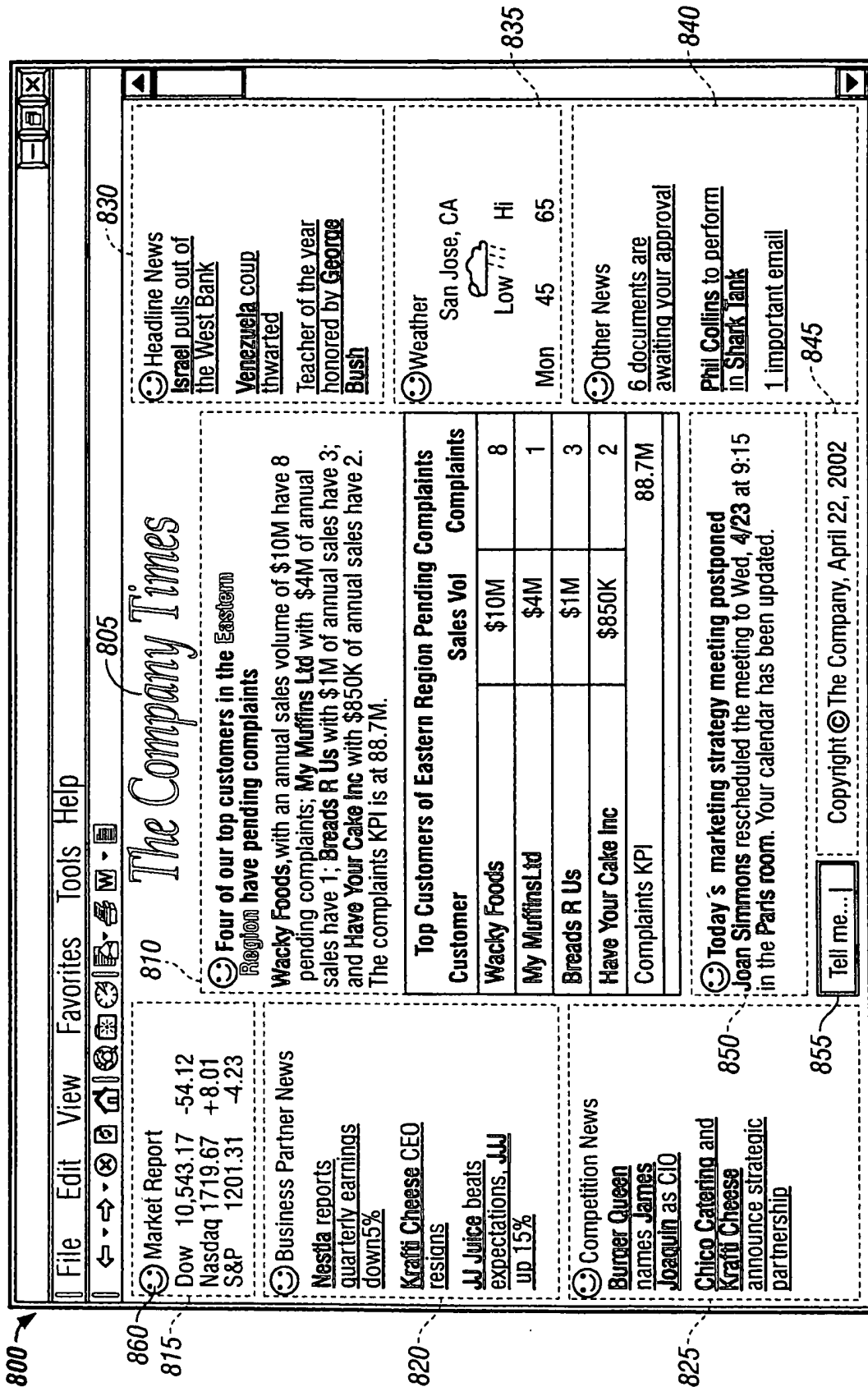


FIG. 8

905

<i>Never Tell me about Krafti Cheese</i> <i>Tell me Everything about Krafti Cheese</i>	
<i>Krafti Cheese is Important to me</i> <i>Krafti Cheese is not Important to me</i>	
<i>Postpone Articles about Krafti Cheese</i> ▸	<i>Tomorrow</i> <i>Tue</i> <i>Wed</i> <i>Thu</i> <i>Fri</i>
<i>Advanced...</i>	<i>1 Week</i> <i>2 Weeks</i> <i>1 Month</i> <i>1 Quarter</i>

910

FIG. 9

1005

Acknowledge	
Never show me Market Report Always show me Market Report	
Market Report is Important to me Market Report is not Important to me	
Postpone Market Report ►	1010 Tomorrow Tue Wed Thu Fri
Advanced...	1 Week 2 Weeks 1 Month 1 Quarter

FIG. 10



FIG. 11

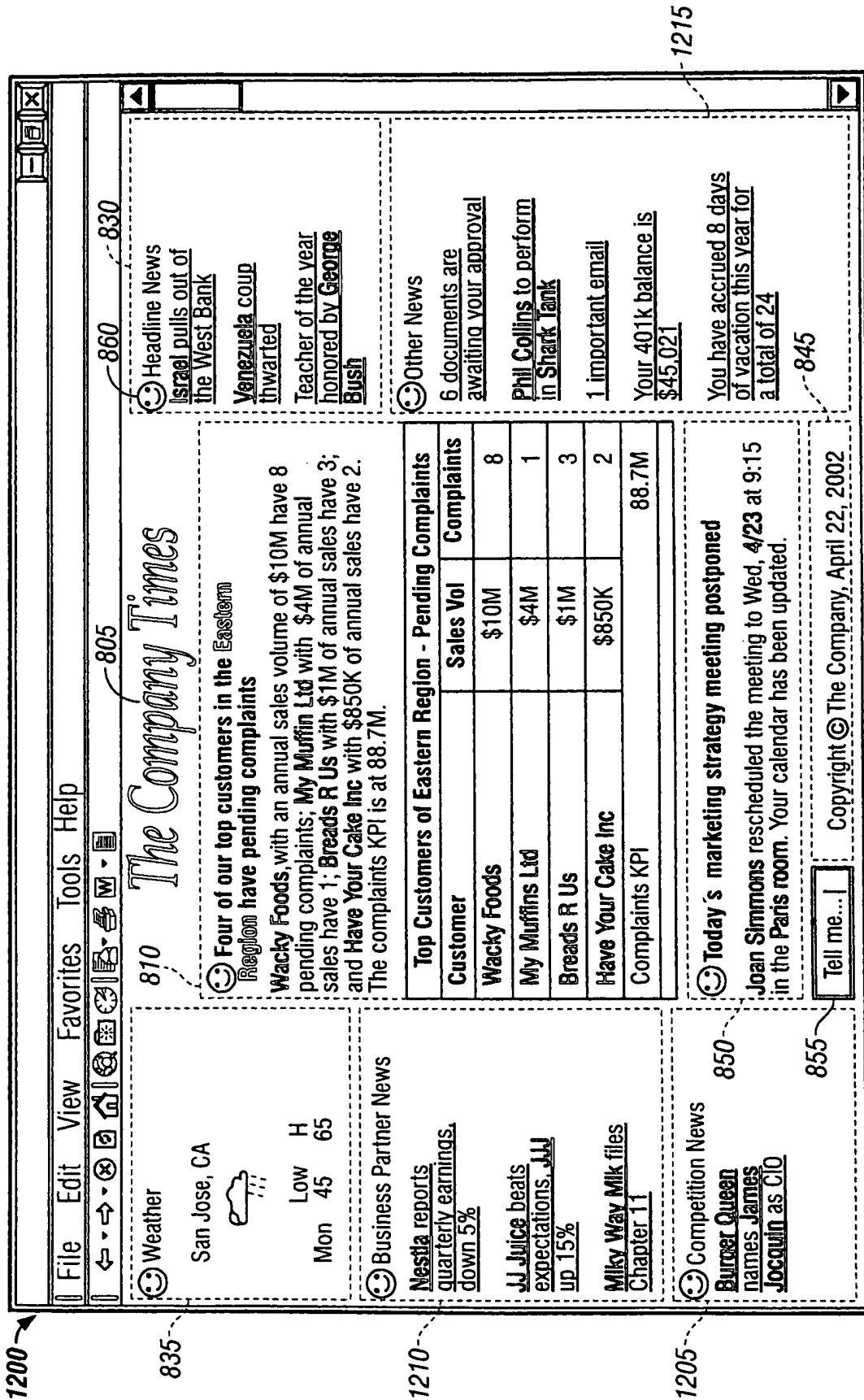


FIG. 12

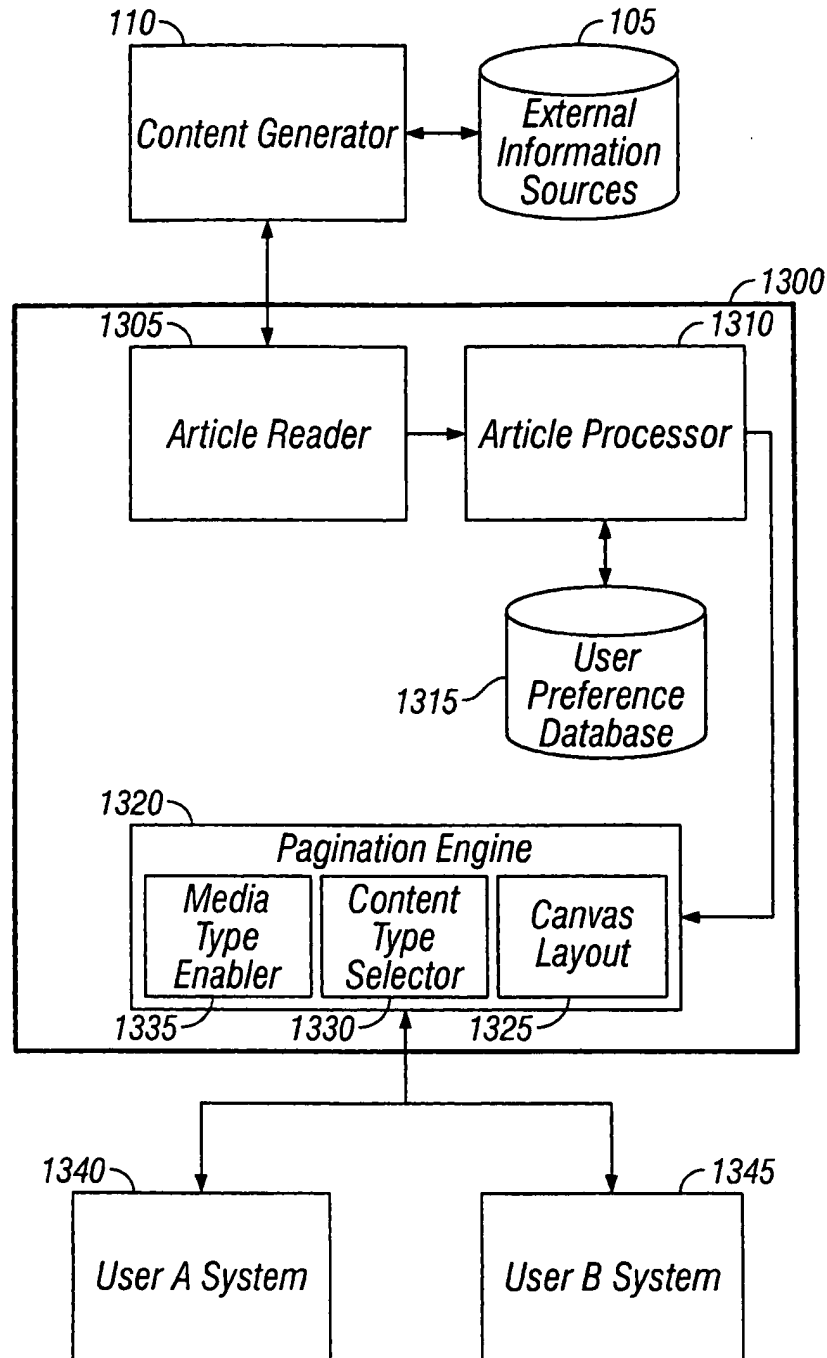


FIG. 13

<Article>
 <Time>2002-04-24 15:02</Time> 1405
 <Importance>Normal</Importance>
 <Author>agent@food4all.com</Author>
 <Content Type="text/narrative"> 1410
 <Headline> 1415
 Four of our top customers in the Eastern Region have pending complaints.
 </Headline>
 <Details> 1420
 Wacky Foods, with an annual sales volume of \$10M have 8 pending complaints;
 My Muffin Ltd with \$4M of annual sales have 1; Breads R Us with \$1M of
 annual sales have 3; and Have Your Cake, Inc with \$850K of annual sales
 have 2. The complaints KPI is at 88.7M
 </Details>
 </Content>
 <Content Type="text/html"> 1425
 <Headline>
 Pending Support Complaints for Top Customers in Eastern Region 1430
 </Headline>
 <Html> 1435

Top Customers of Eastern Region - Pending Support Complaints		
Customer	Sales Vol	Complaints
Wacky Foods	\$10M	8
My Muffins Ltd	\$4M	1
Breads R Us	\$1M	3
Have Your Cake Inc	\$850K	2
Complaints KPI		88.7M

</Html>
 </Content>
 <Content Type="image/gif"> 1440
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 Pending Support Complaints for Top Customers in Eastern Region 1445
 </Headline>
 <Image> 1450

</Image>
 </Content>
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 <Midi> 1460
 </Midi>
 </Content>
 </Article>

FIG. 14

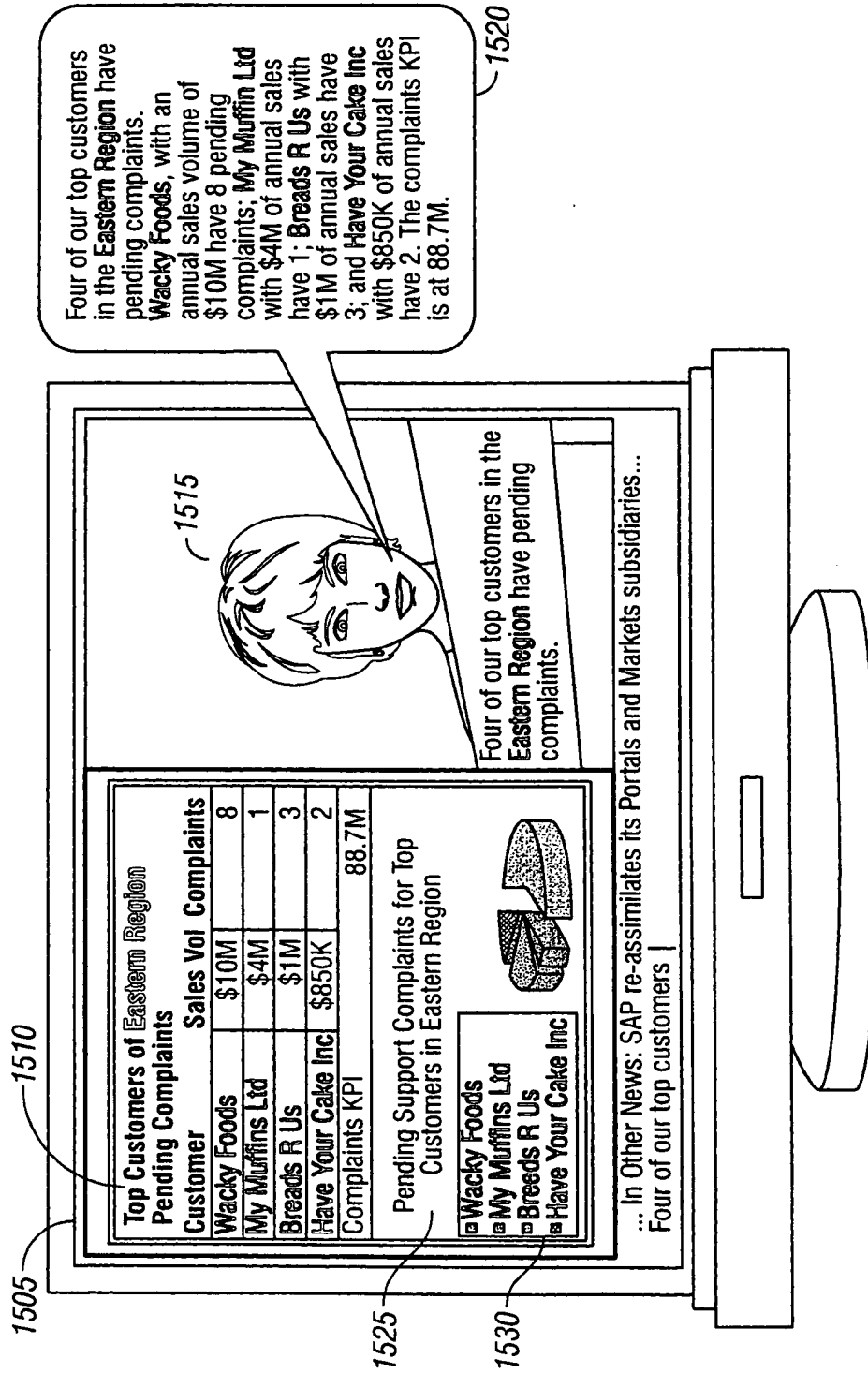


FIG. 15

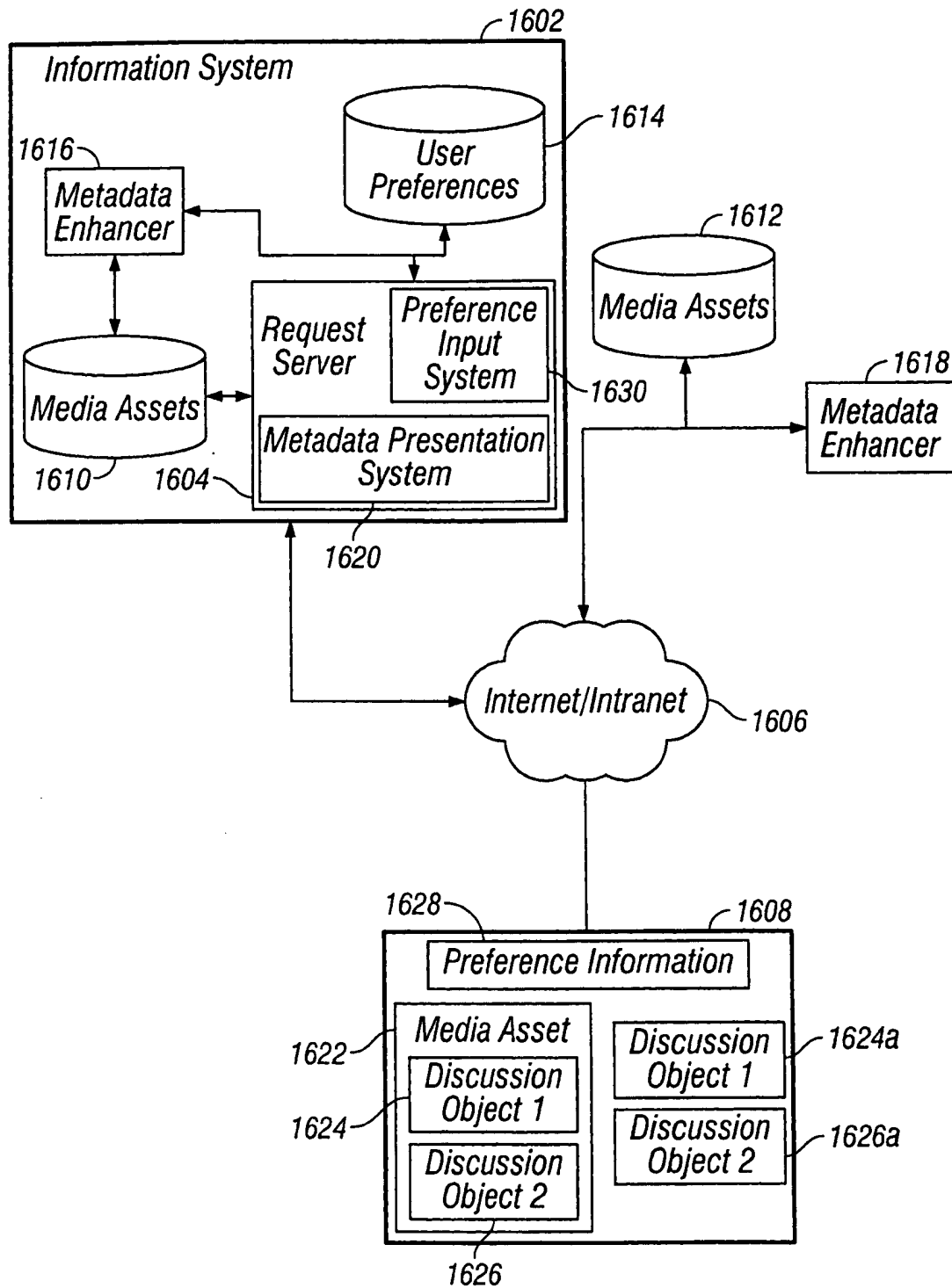


FIG. 16

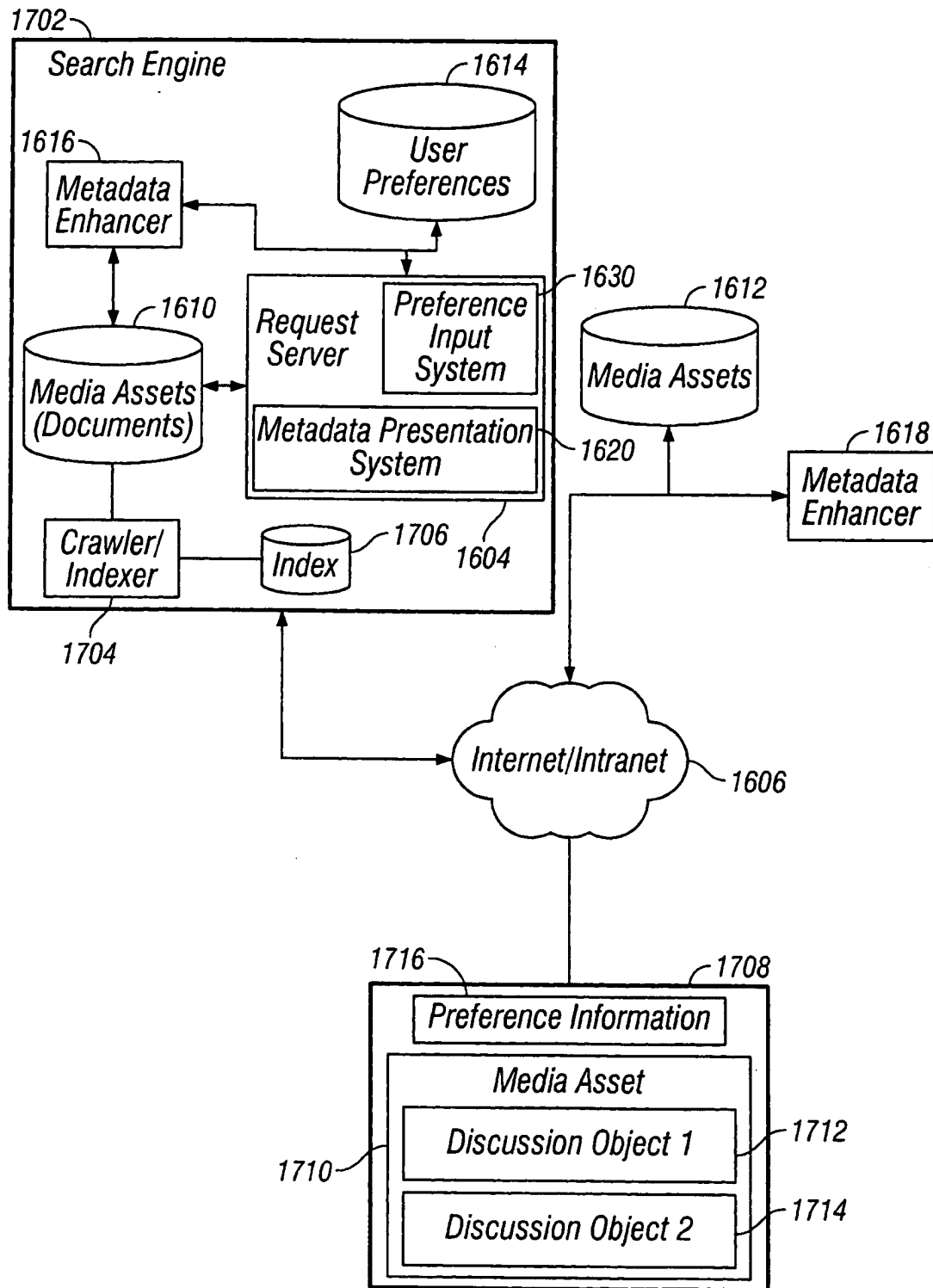


FIG. 17

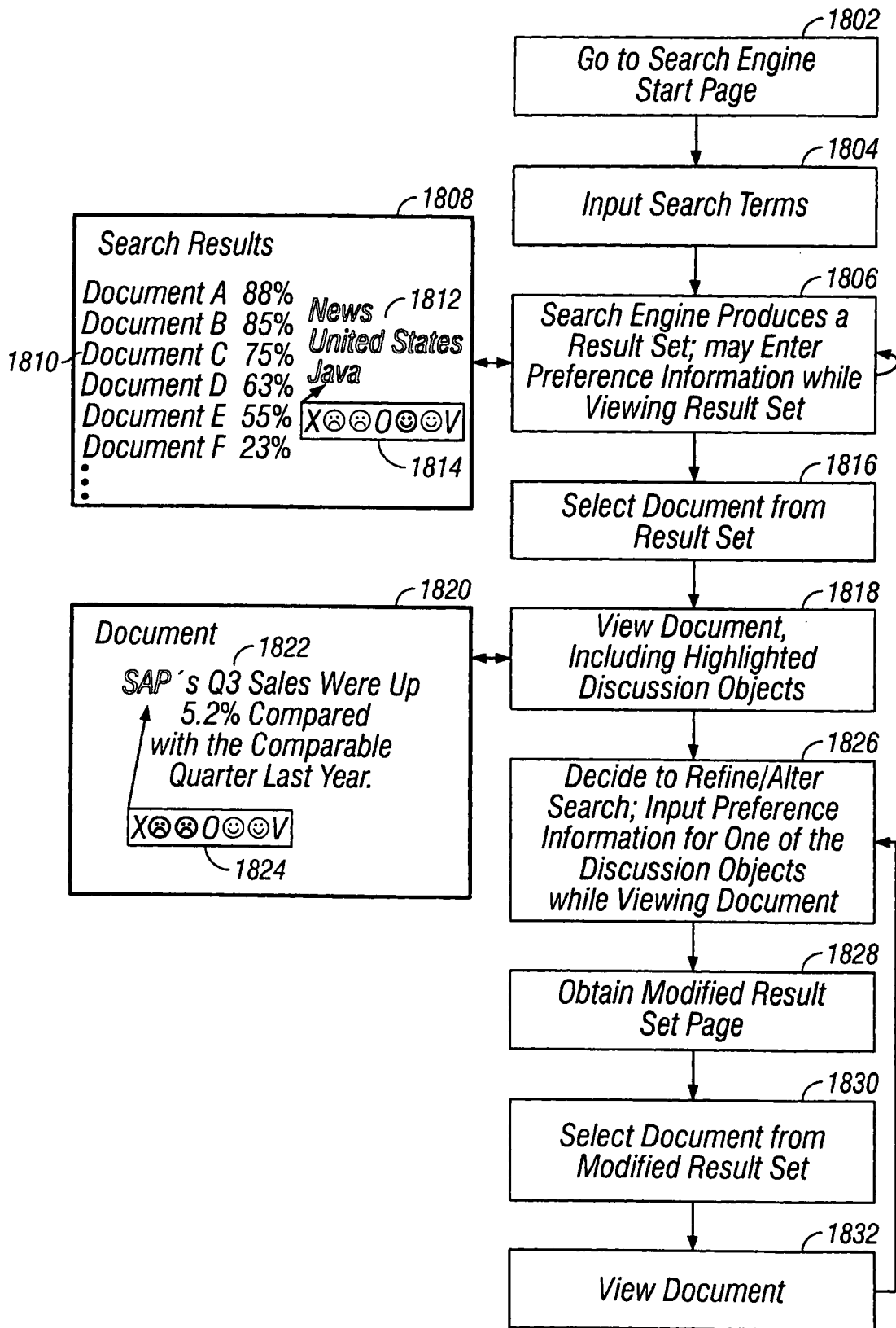
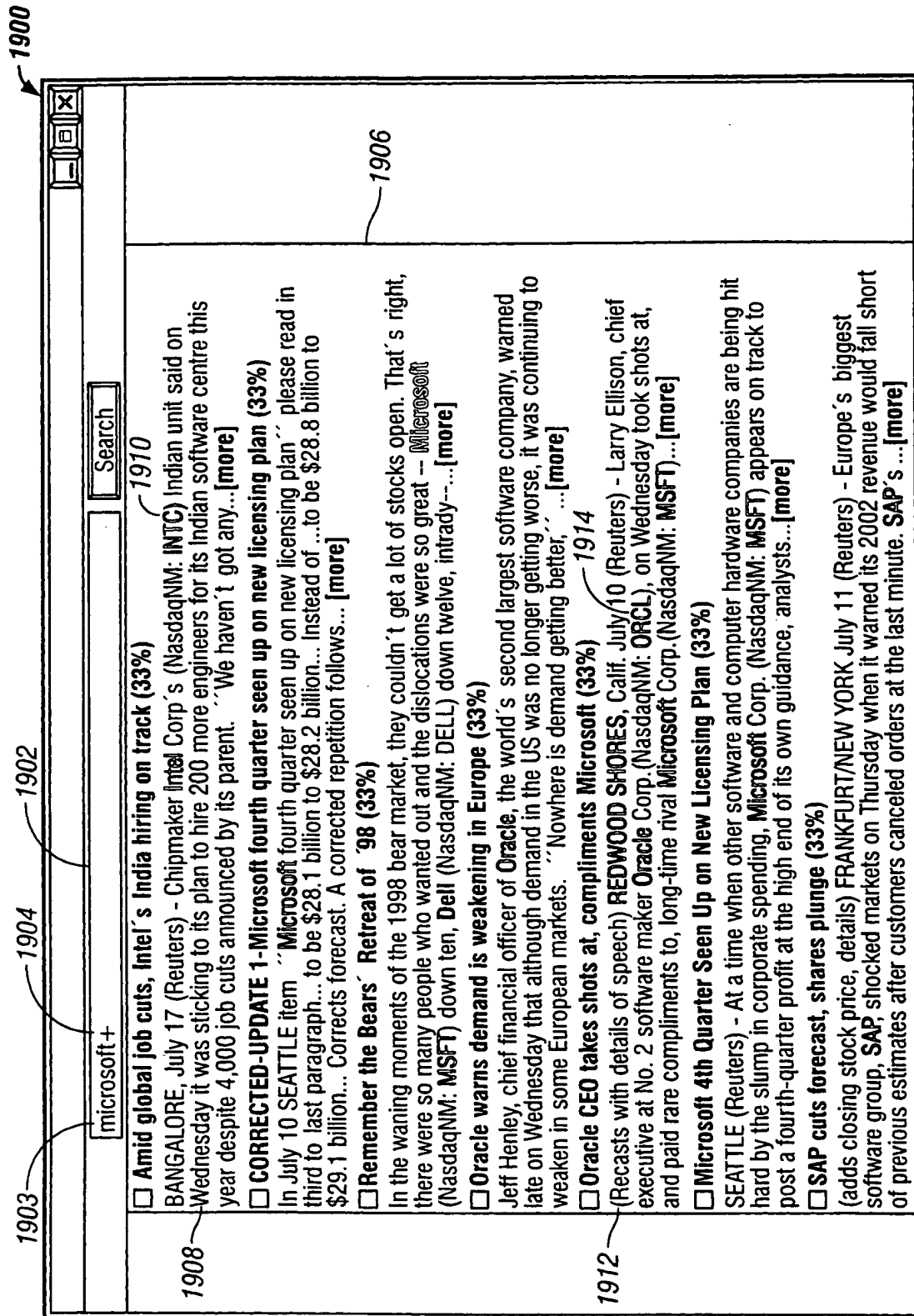


FIG. 18



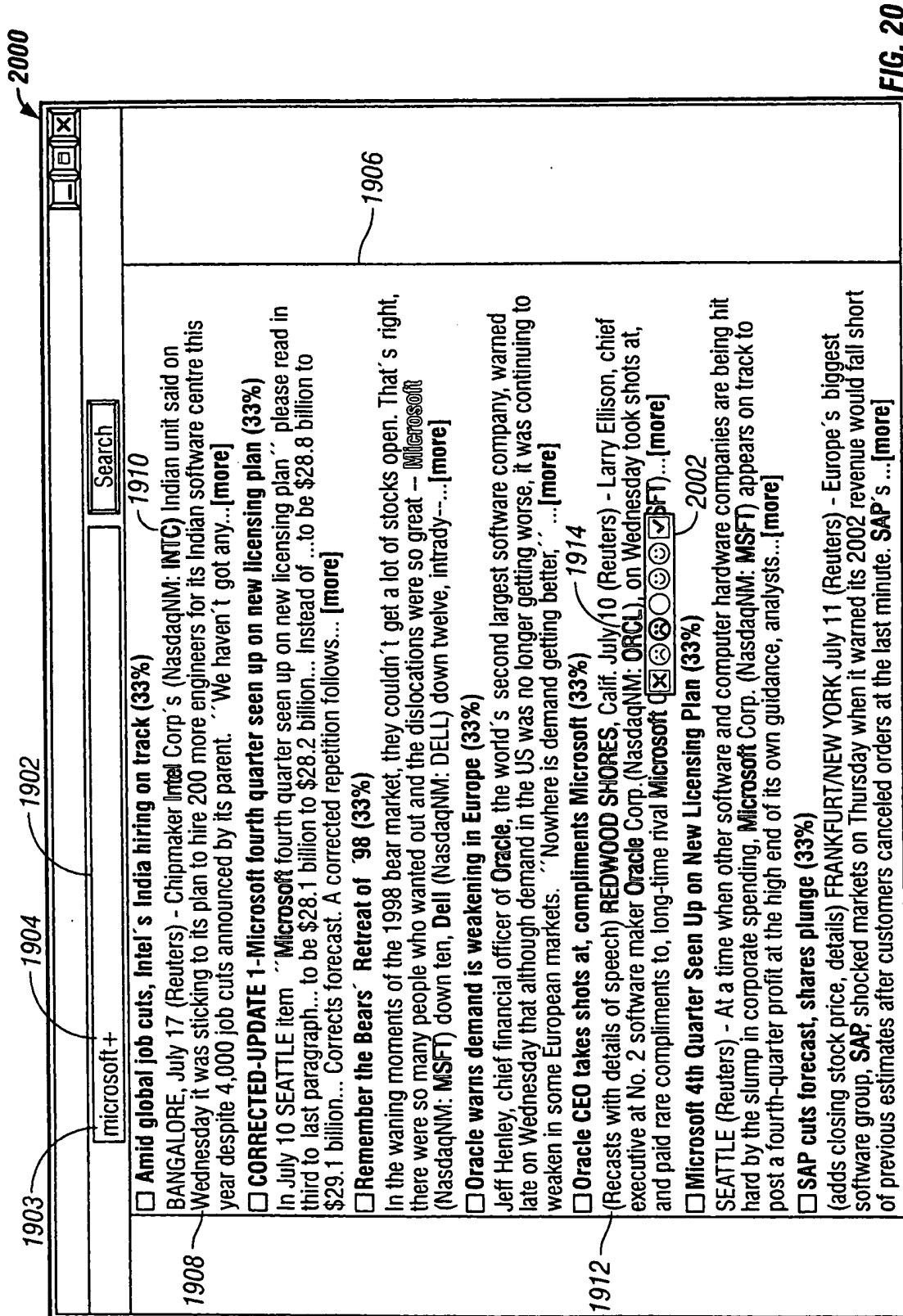


FIG. 20

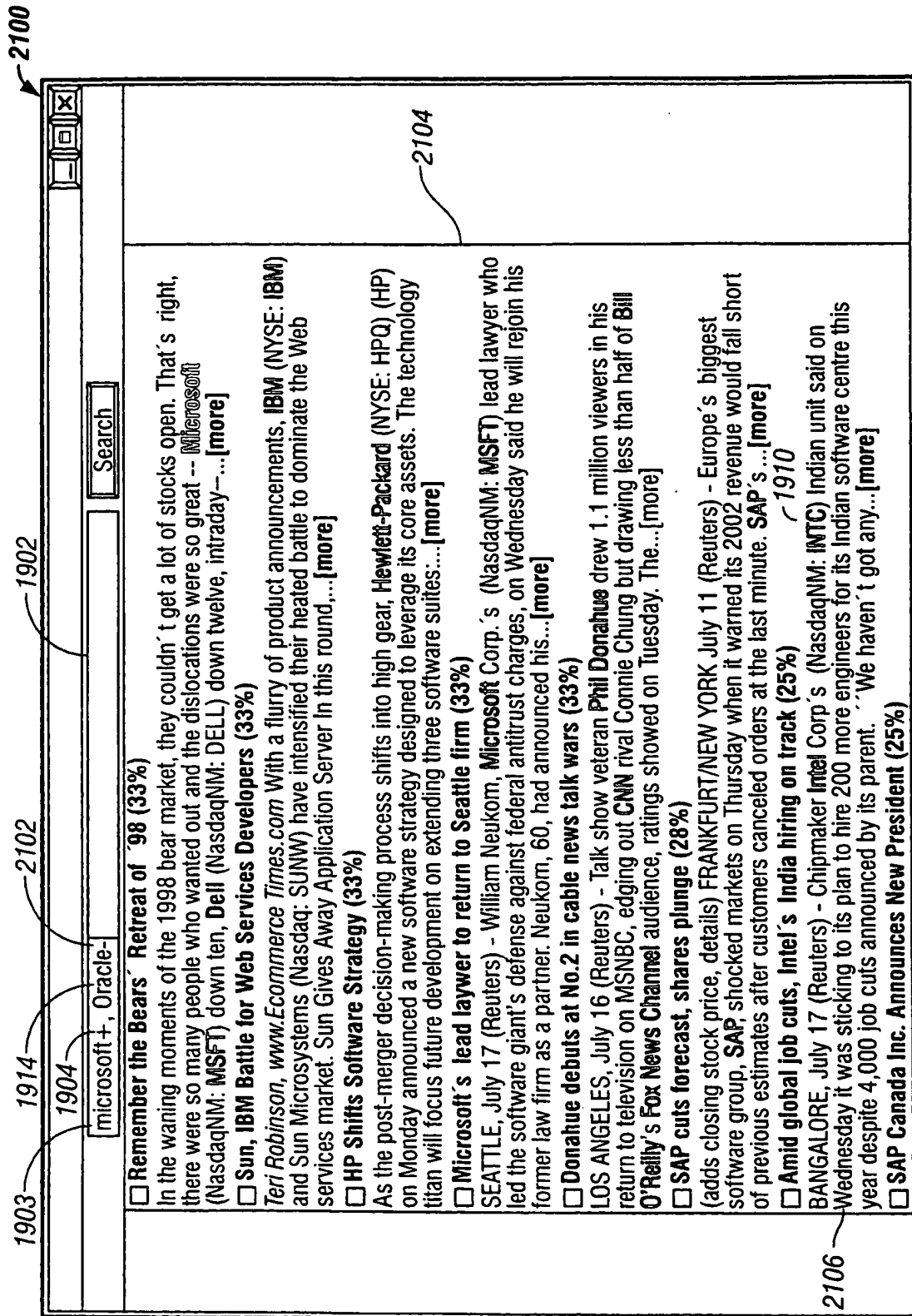


FIG. 21

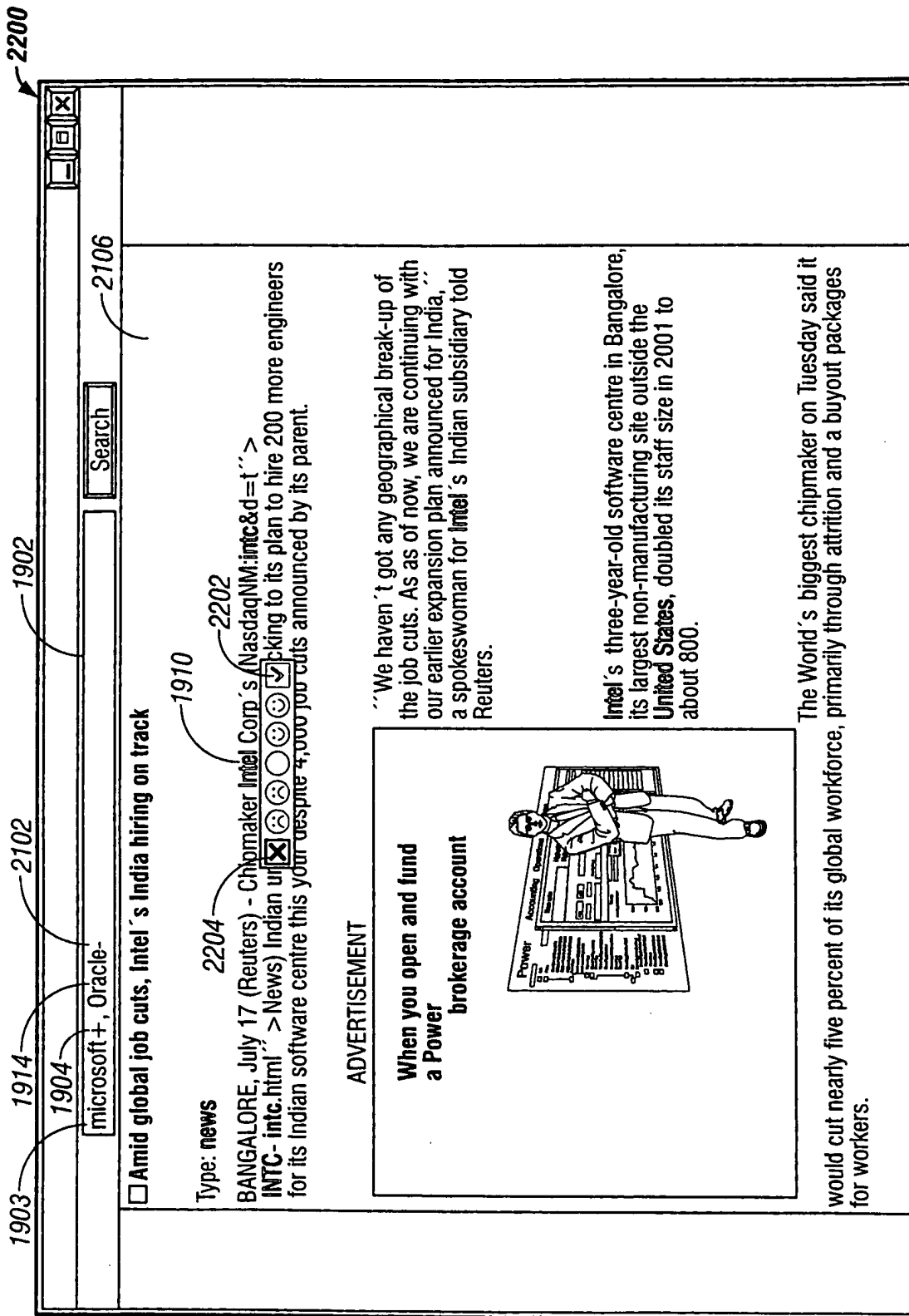


FIG. 22

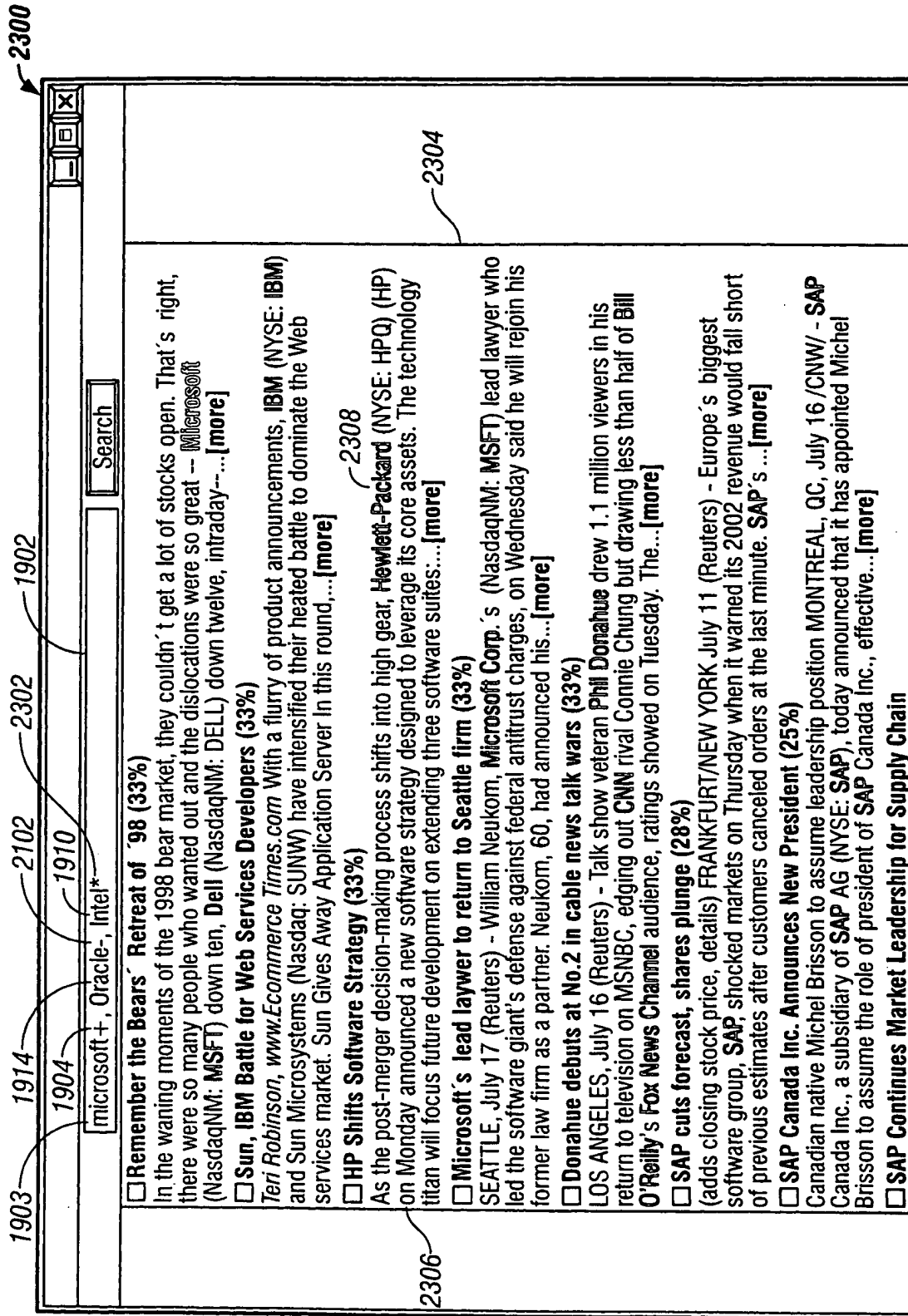


FIG. 23

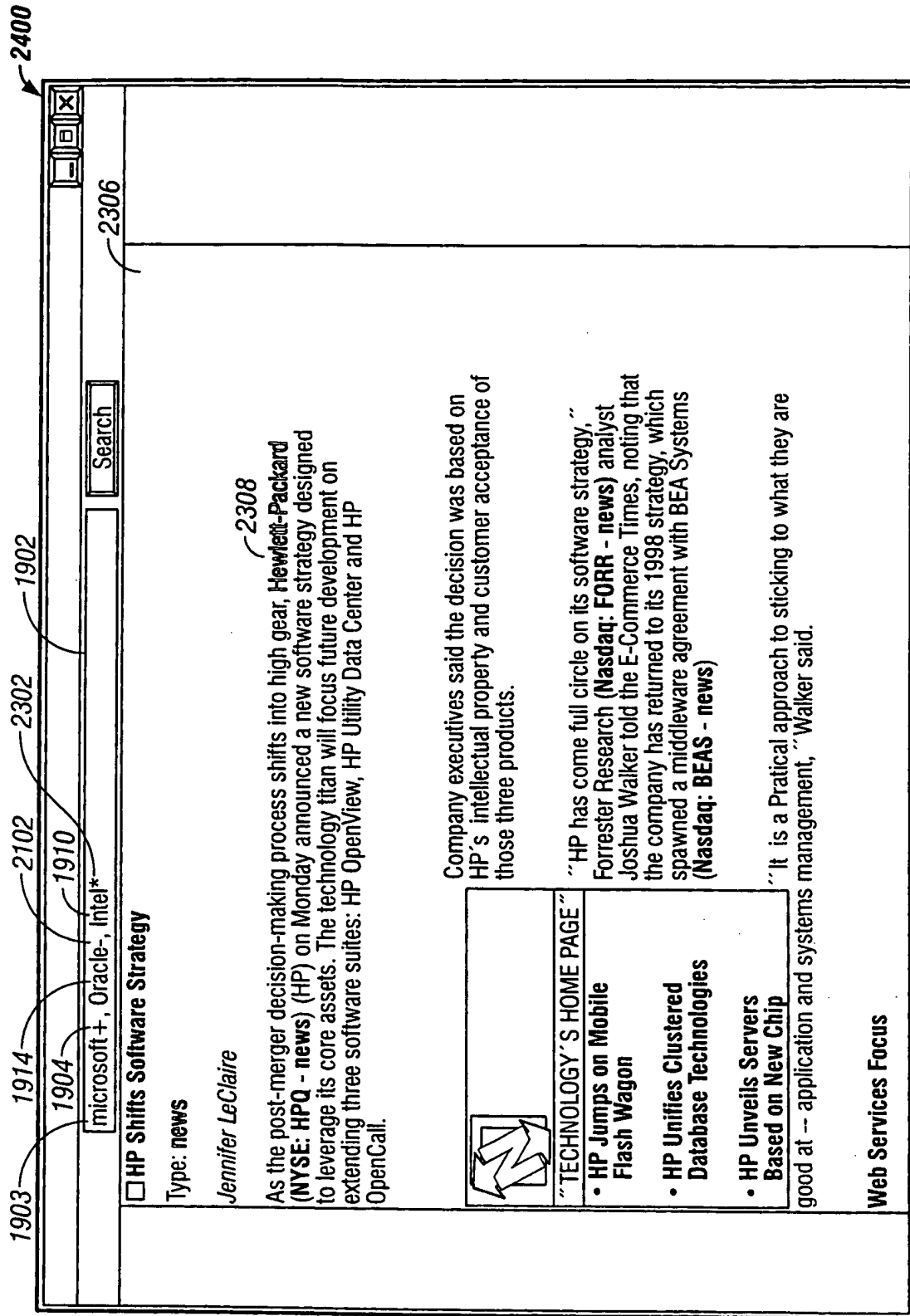


FIG. 24

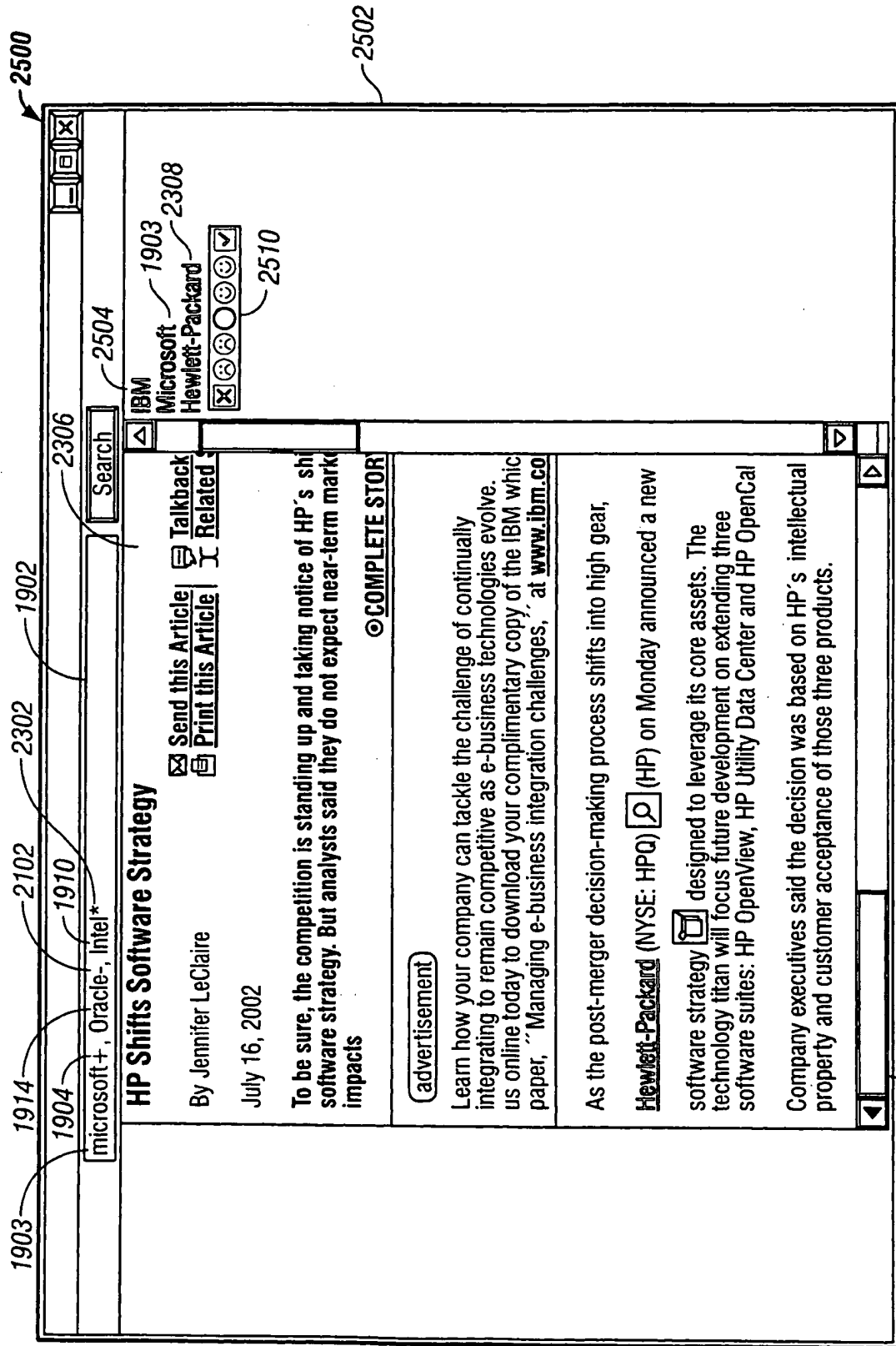


FIG. 25

2600

2602	
Never Tell me about SAP Tell me Everything about SAP	
SAP is Important to me SAP is not Important to me	
Postpone Articles about SAP	2604
Advanced...	Tomorrow Tue Wed Thu Fri
	1 Week 2 Weeks 1 Month 1 Quarter

FIG. 26

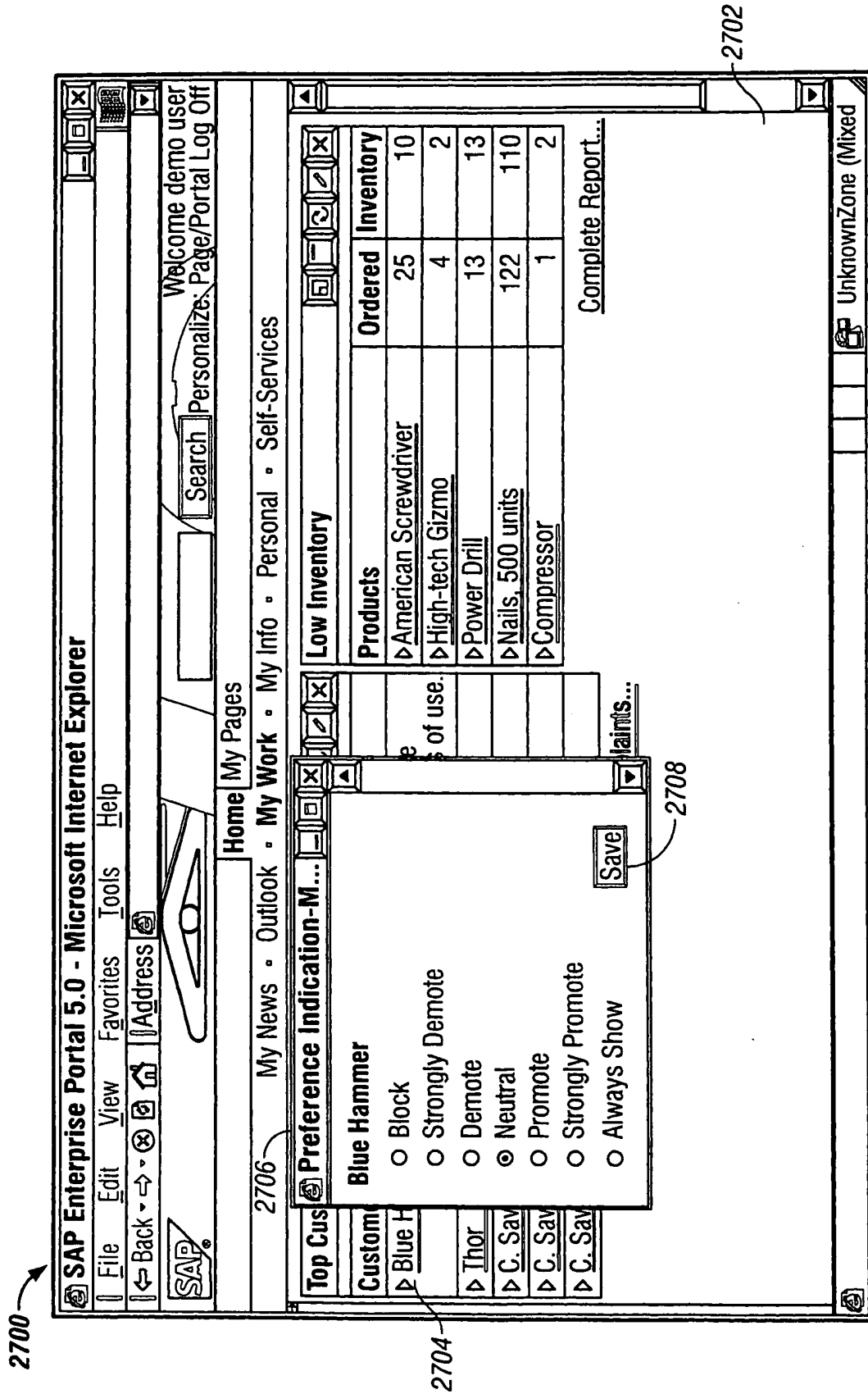


FIG. 27

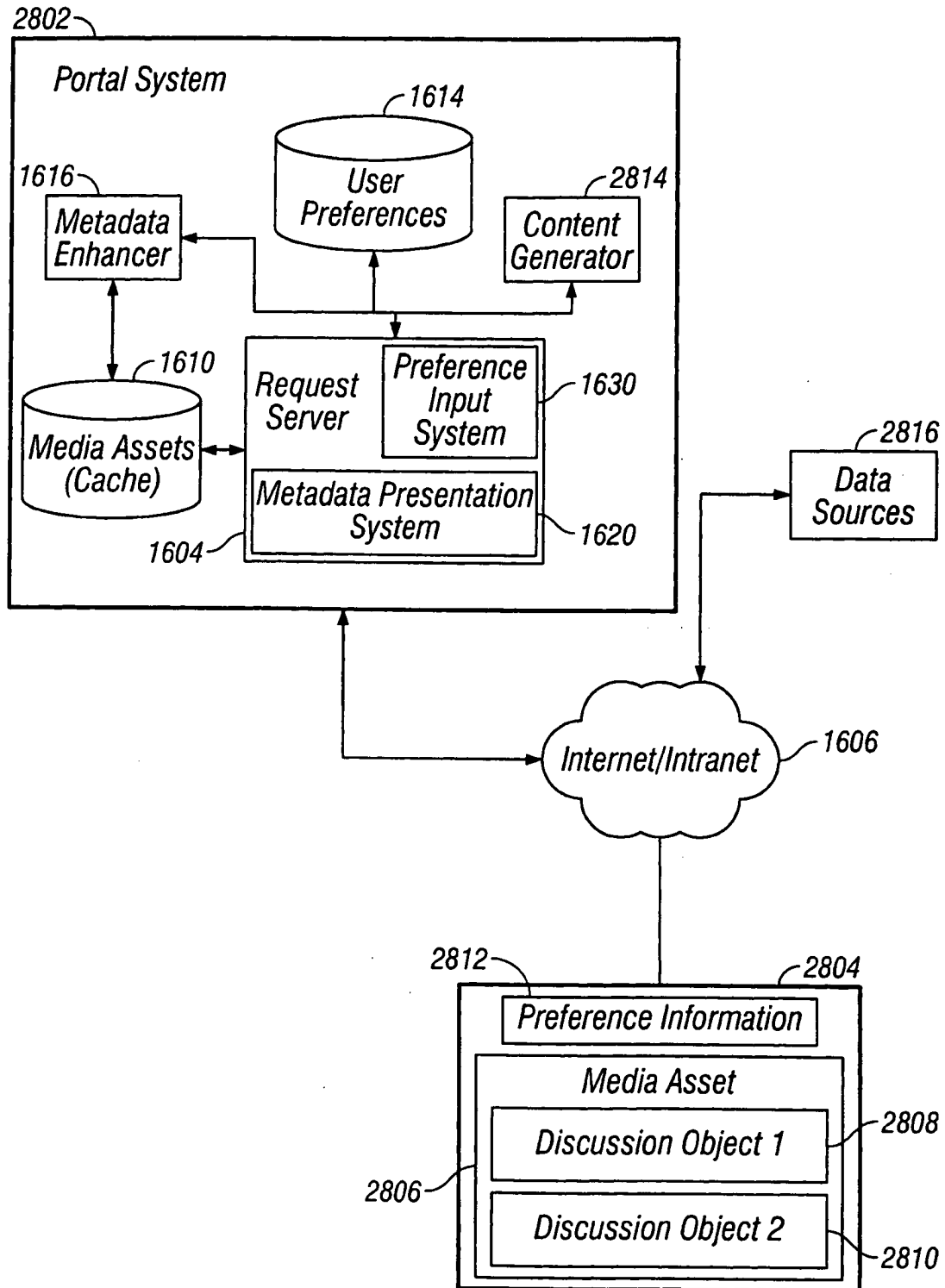


FIG. 28

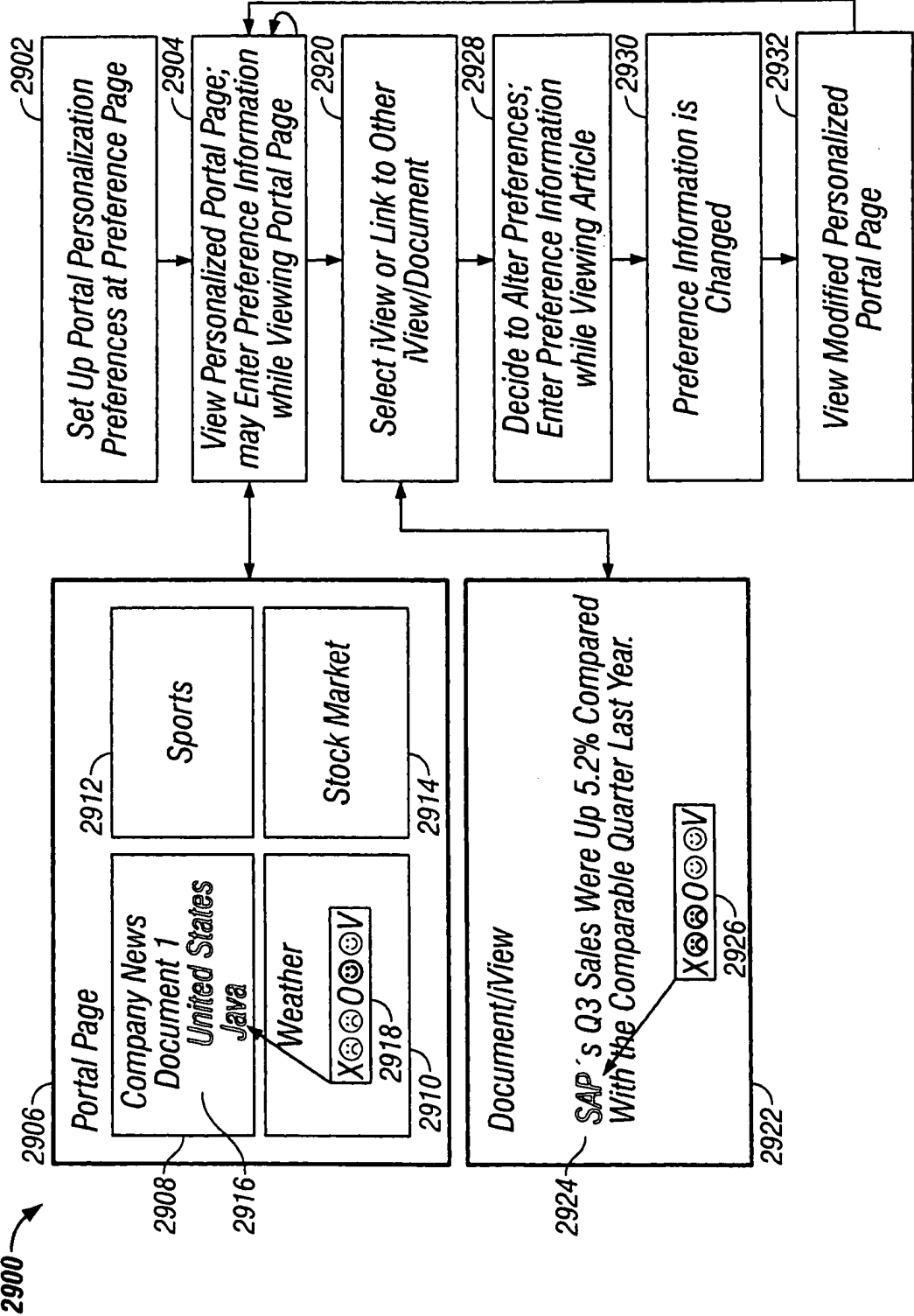


FIG. 29

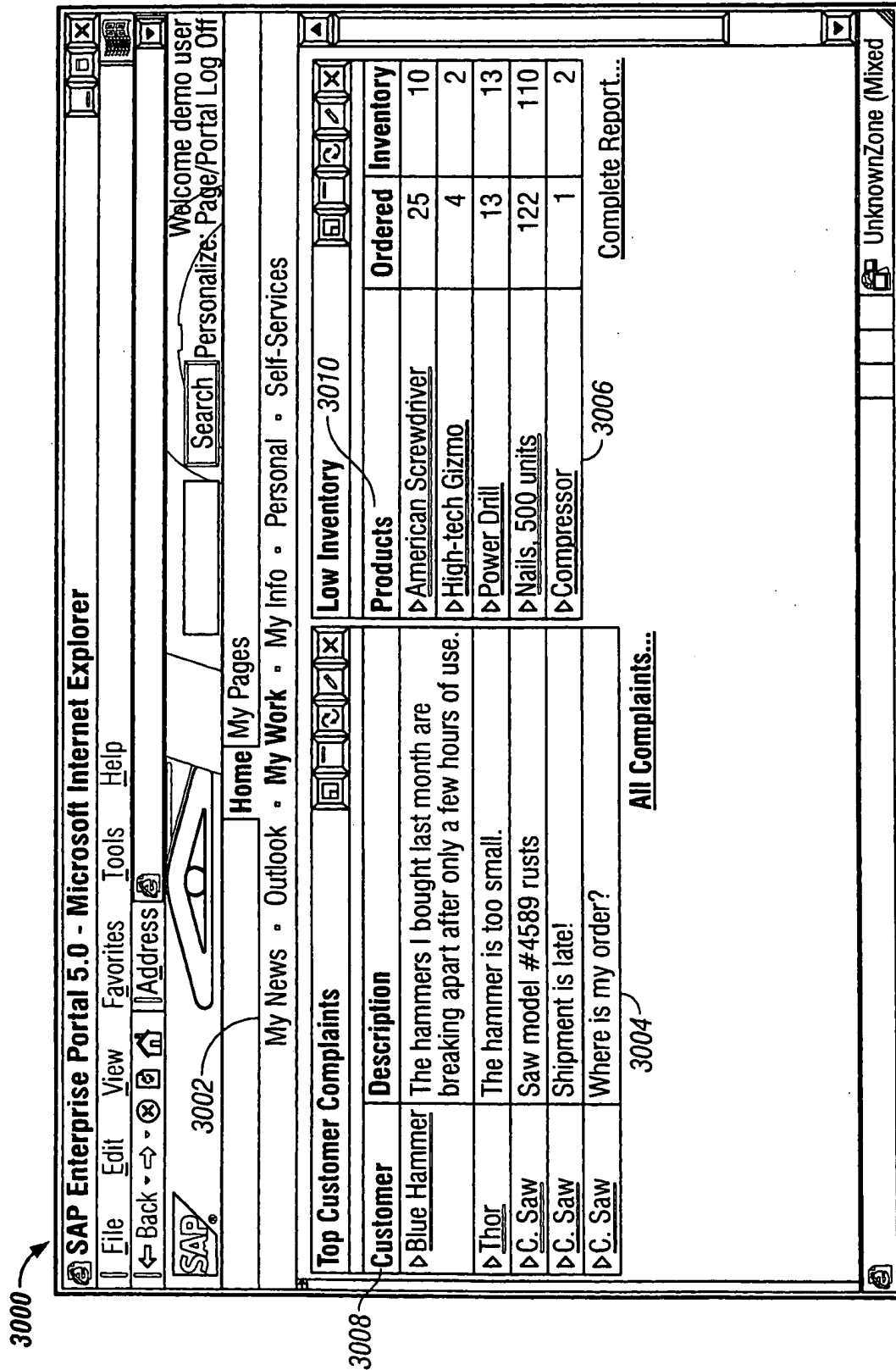


FIG. 30

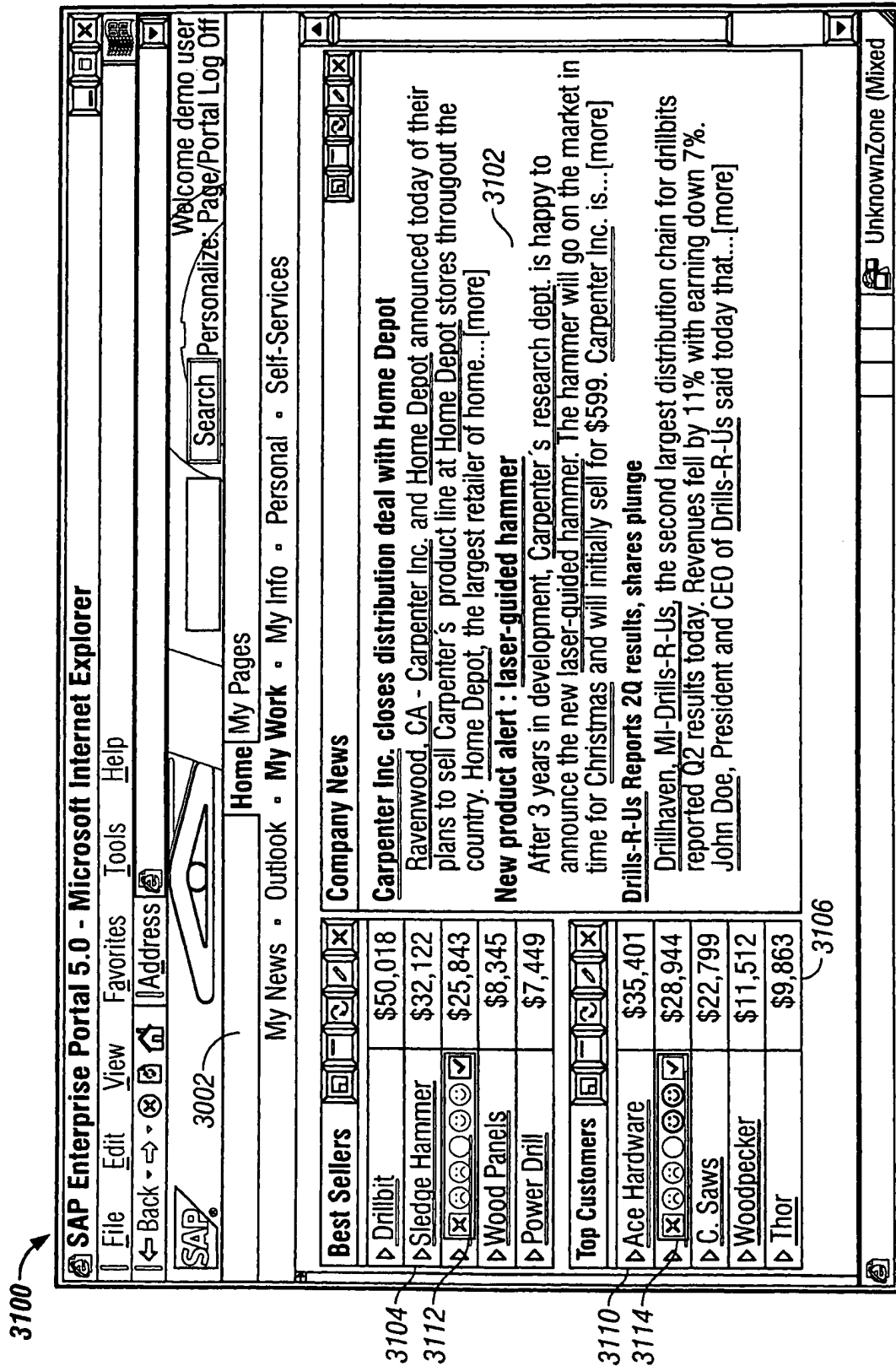


FIG. 31

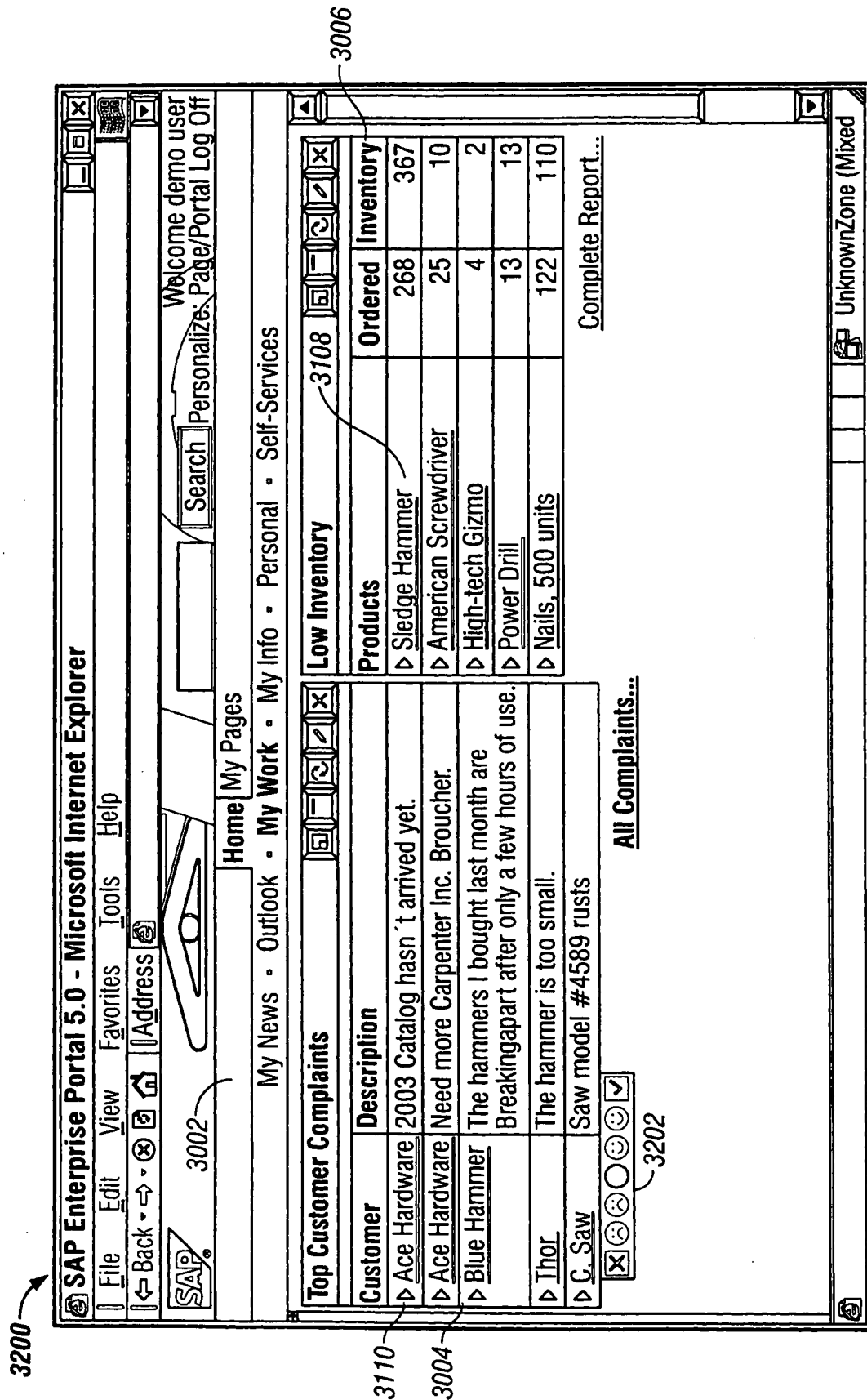


FIG. 32

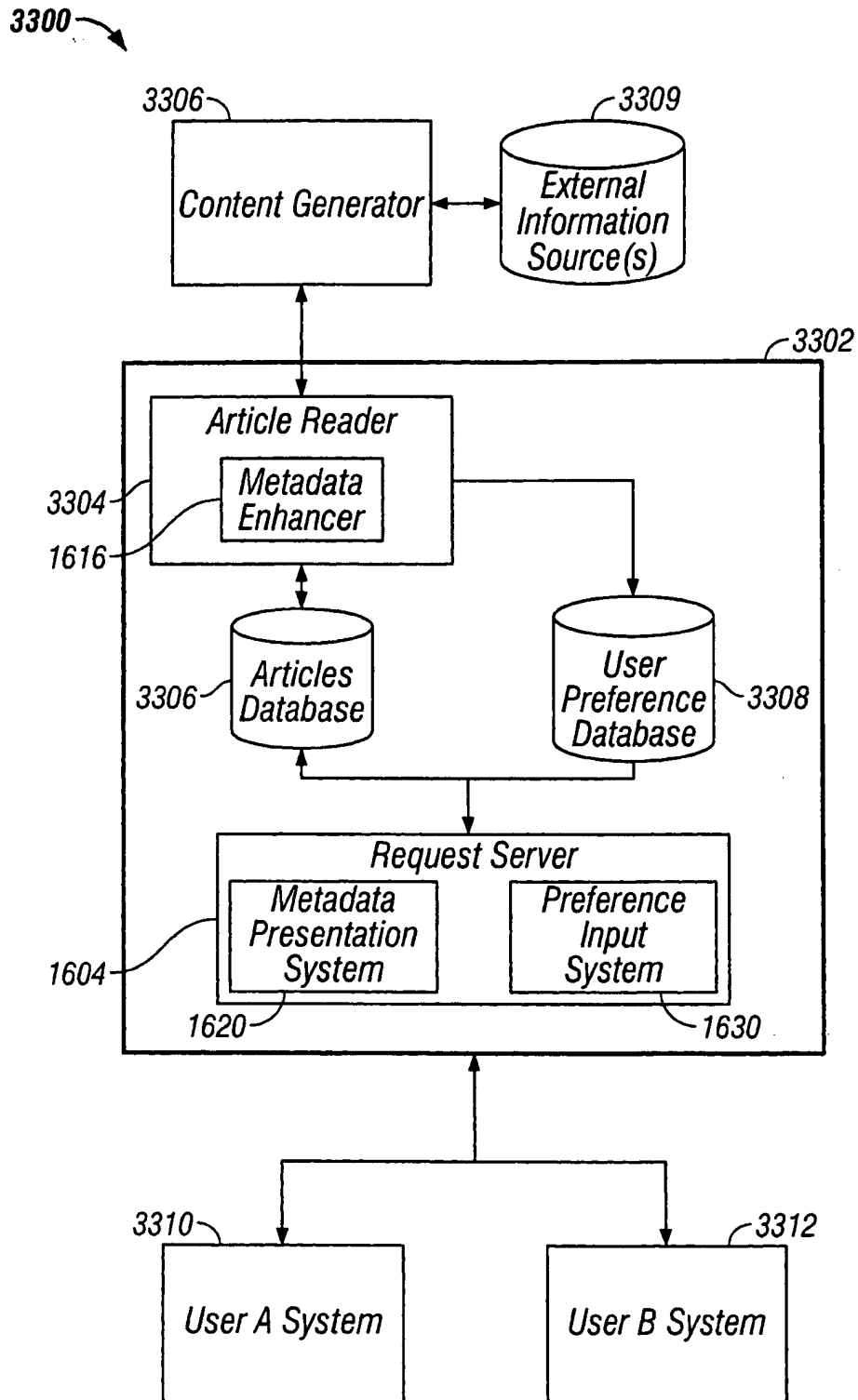


FIG. 33

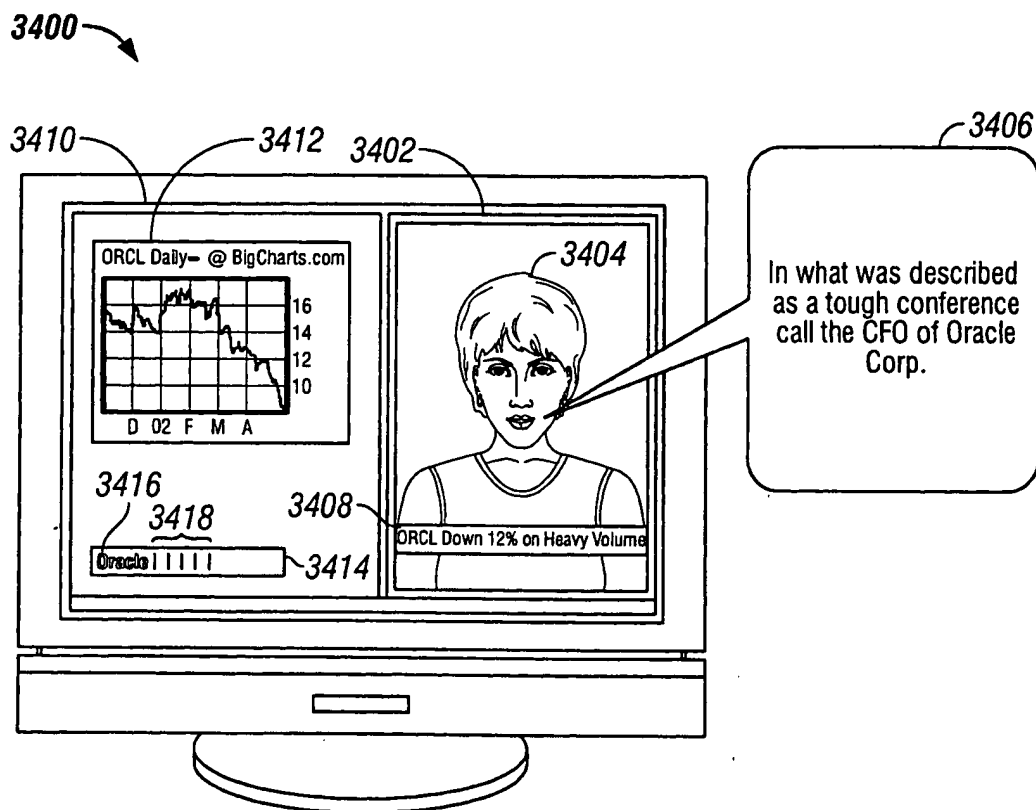


FIG. 34

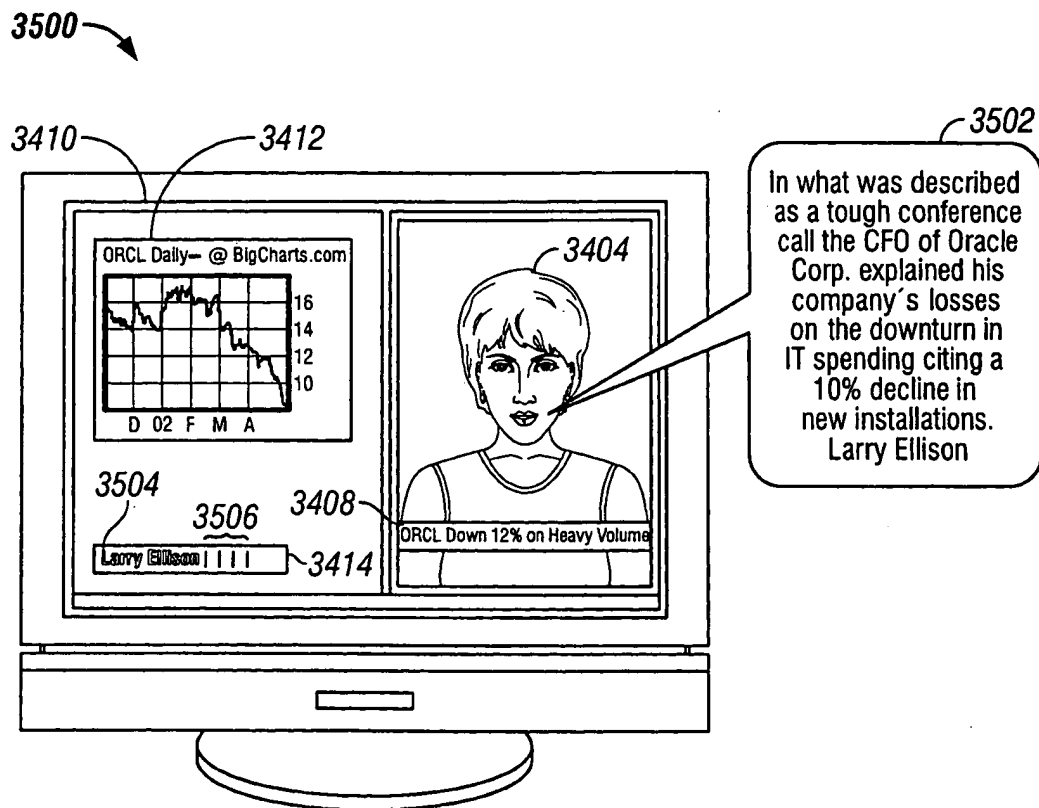


FIG. 35

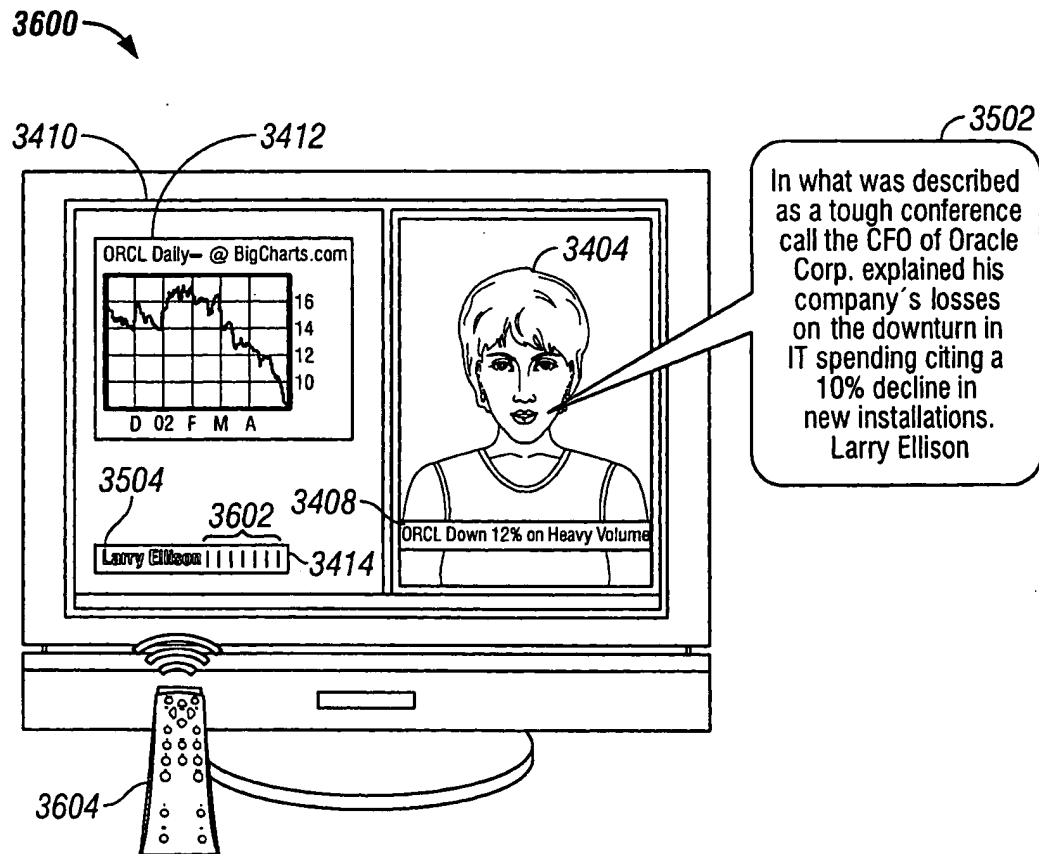


FIG. 36

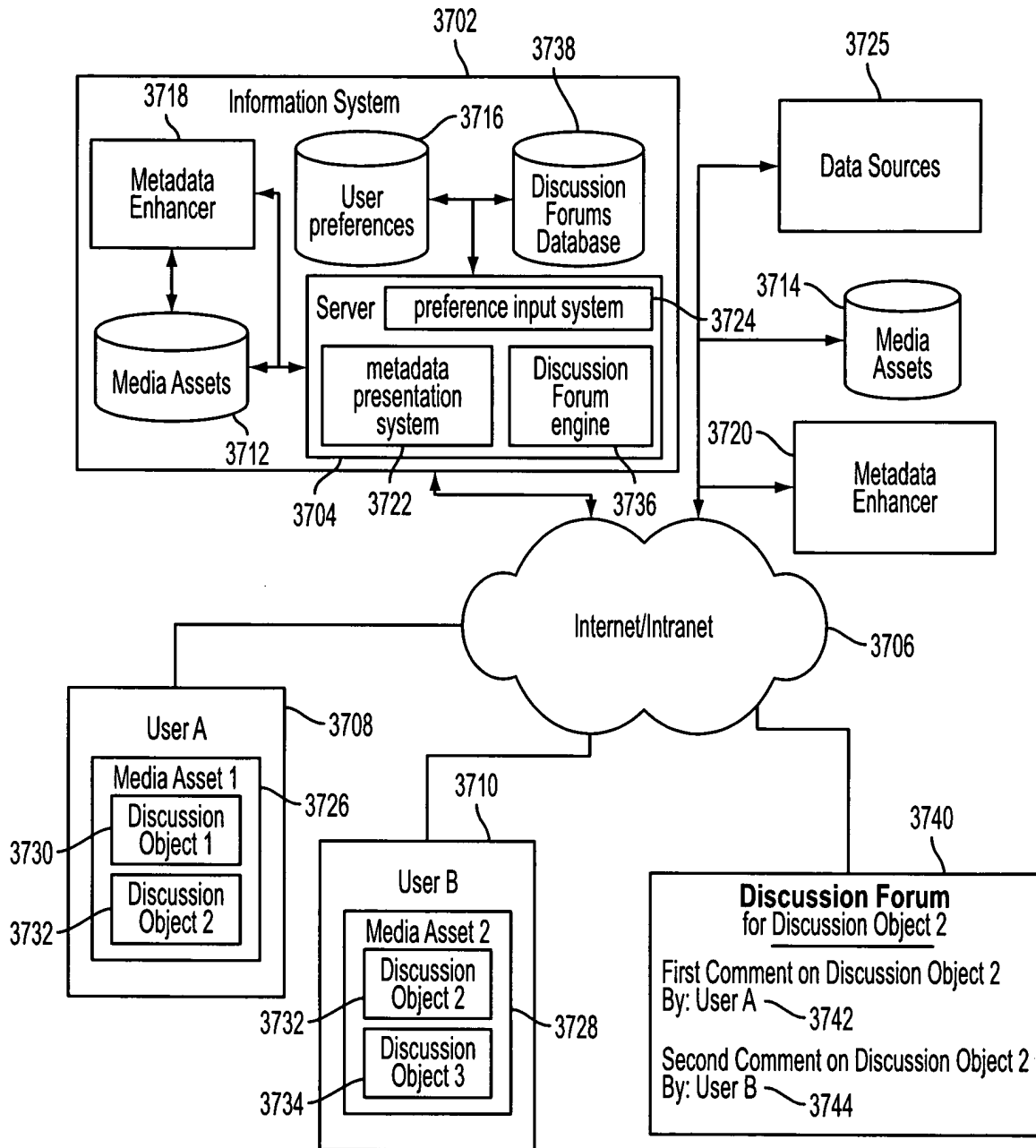


FIG. 37

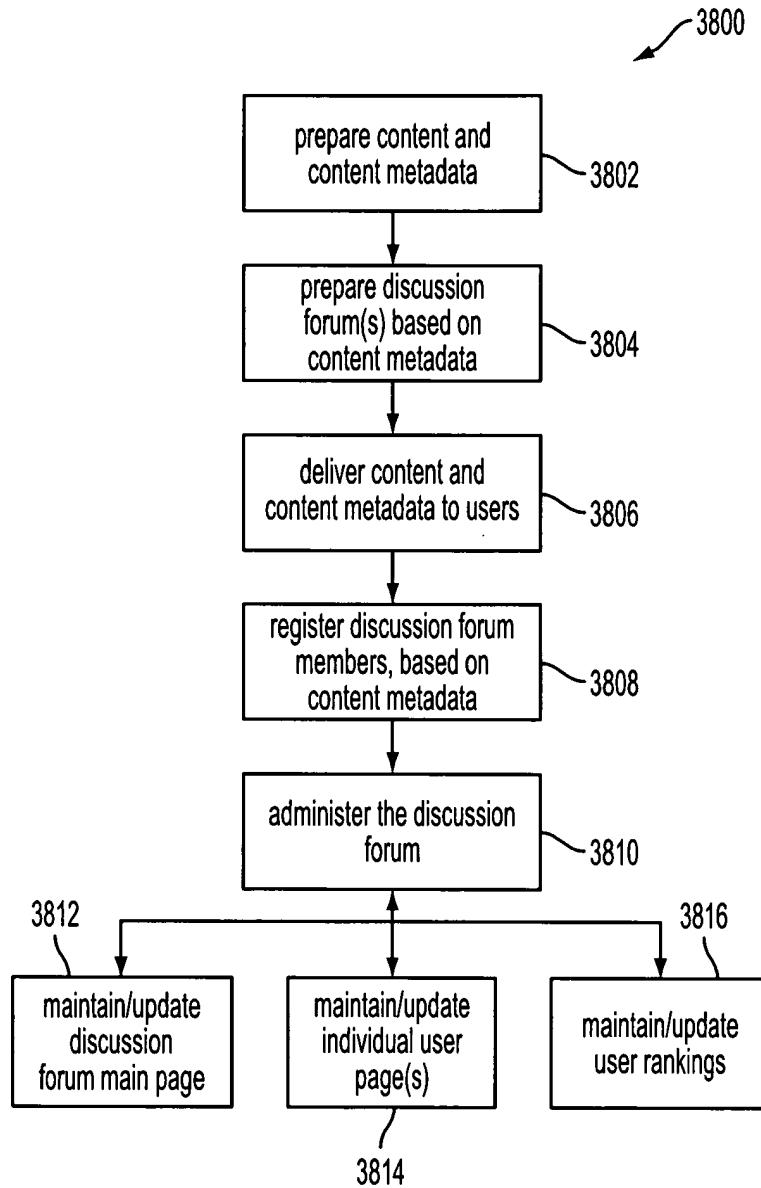


FIG. 38

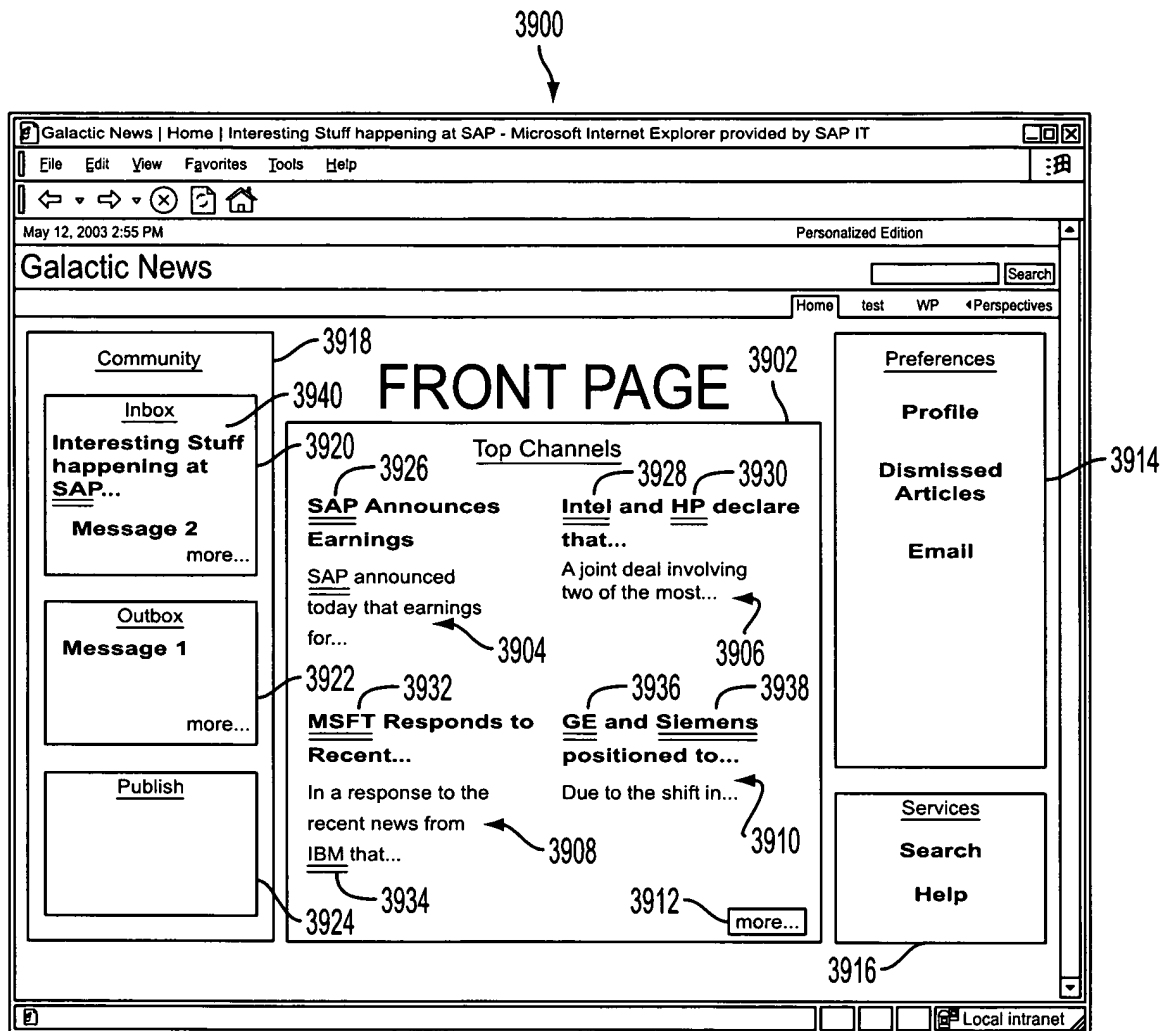


FIG. 39

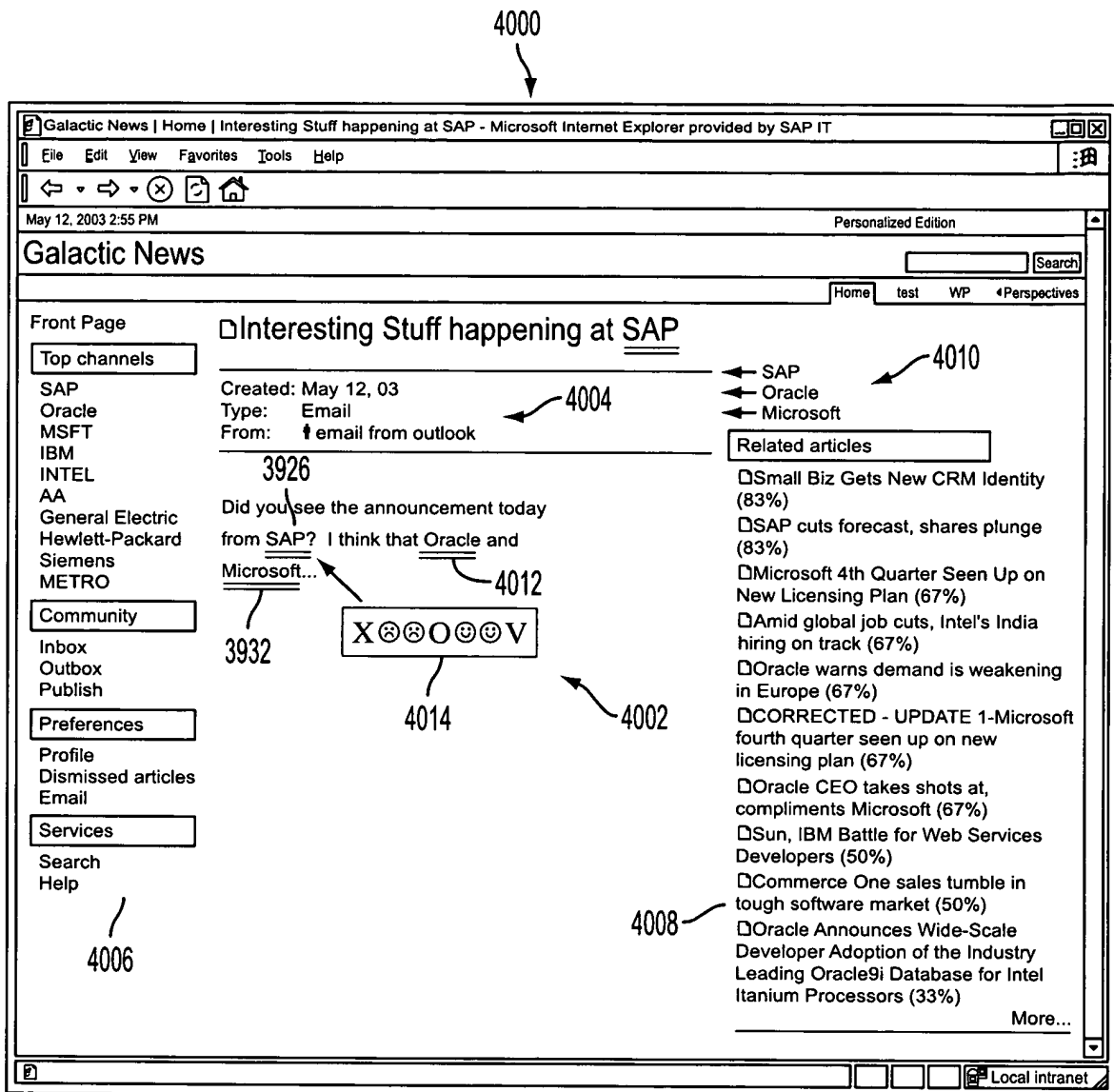


FIG. 40

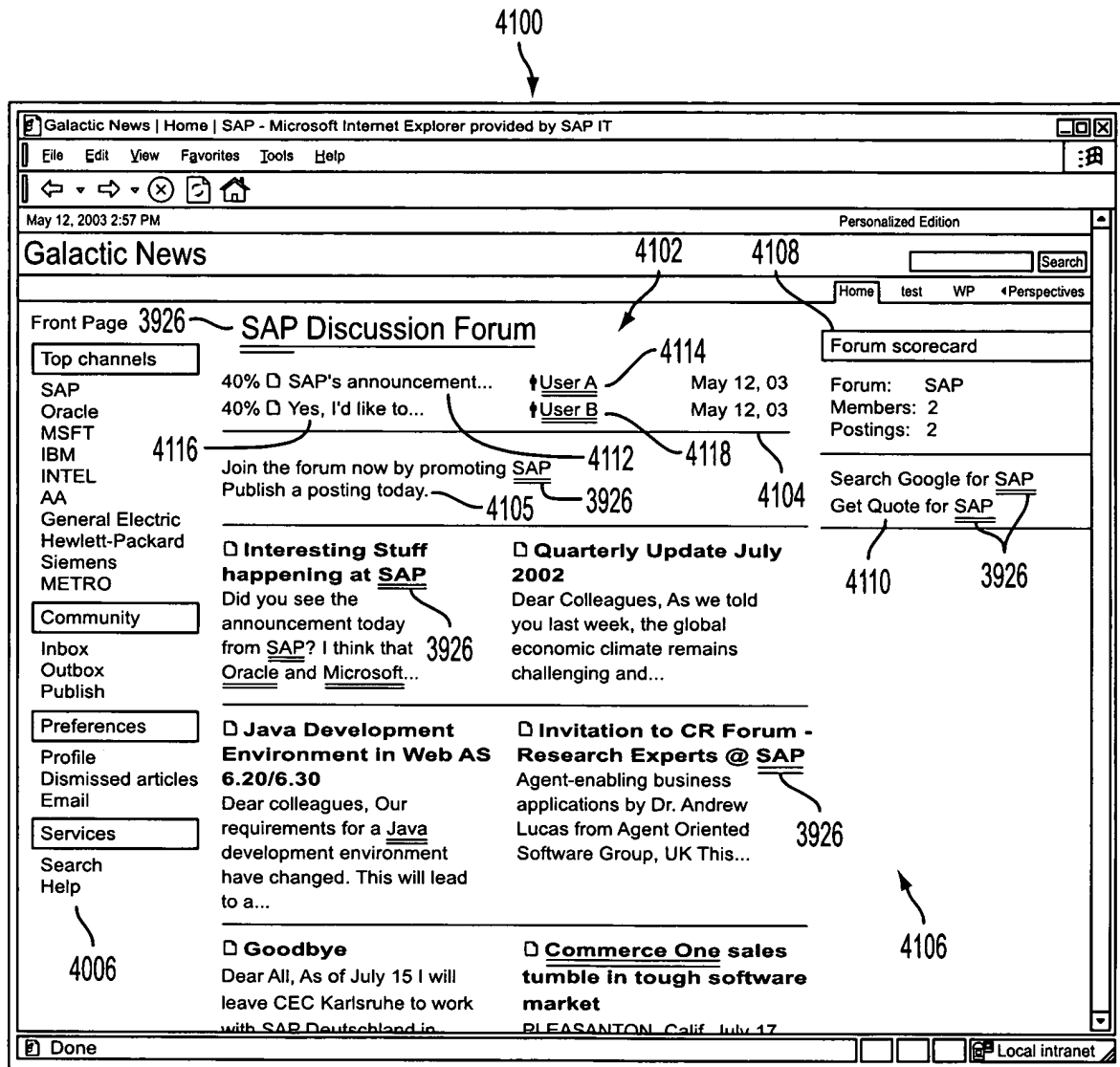


FIG. 41

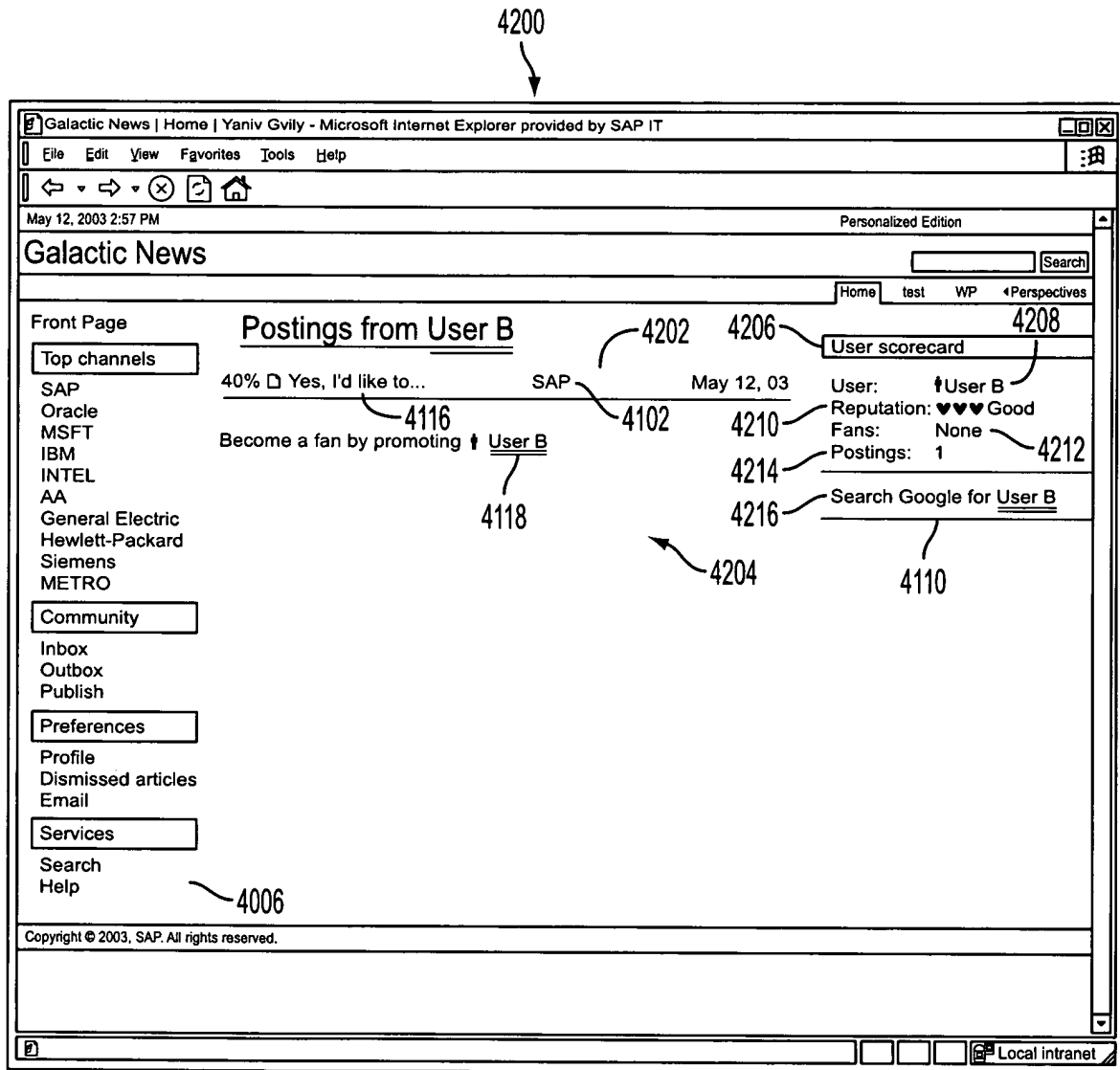


FIG. 42

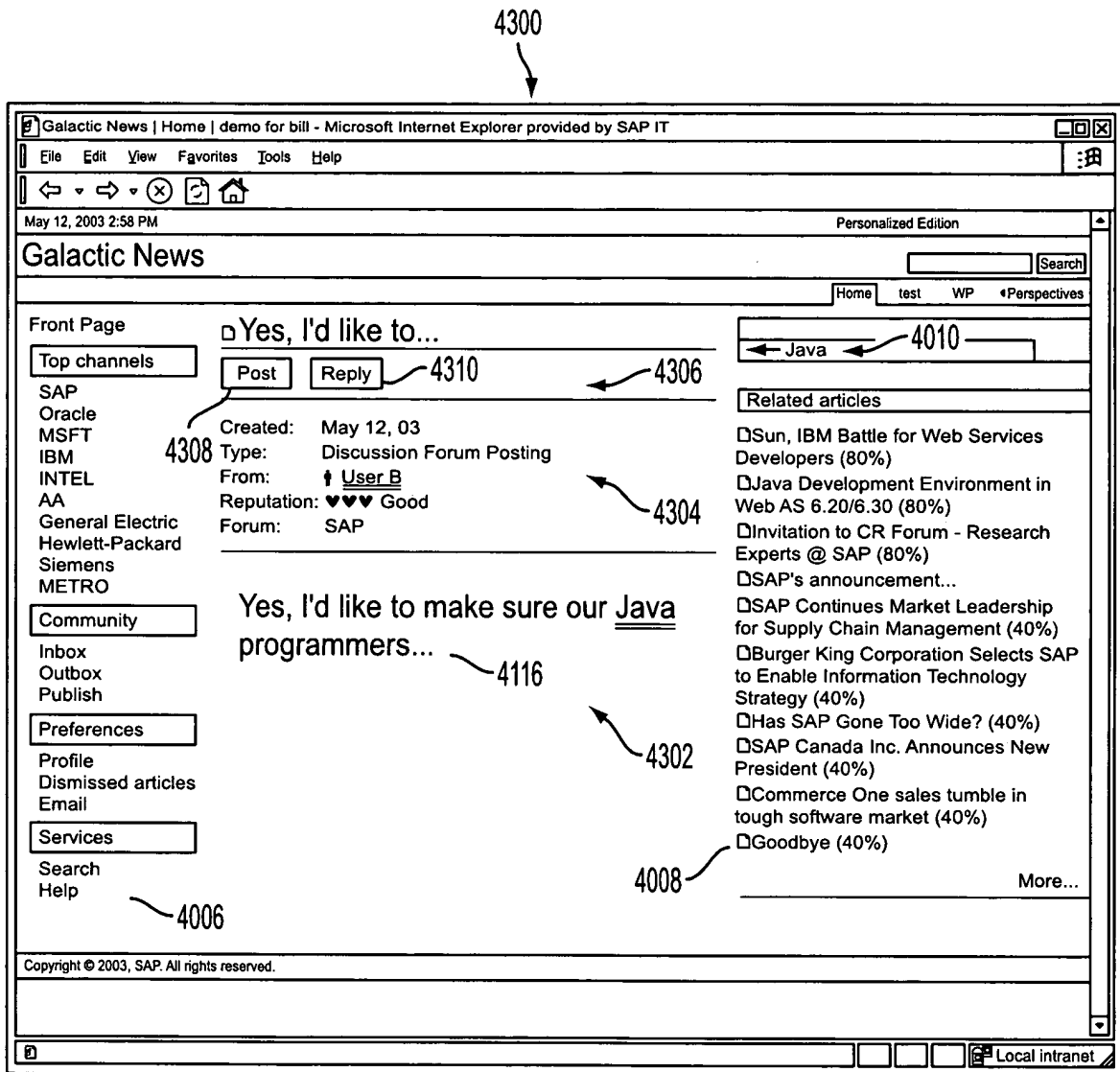


FIG. 43

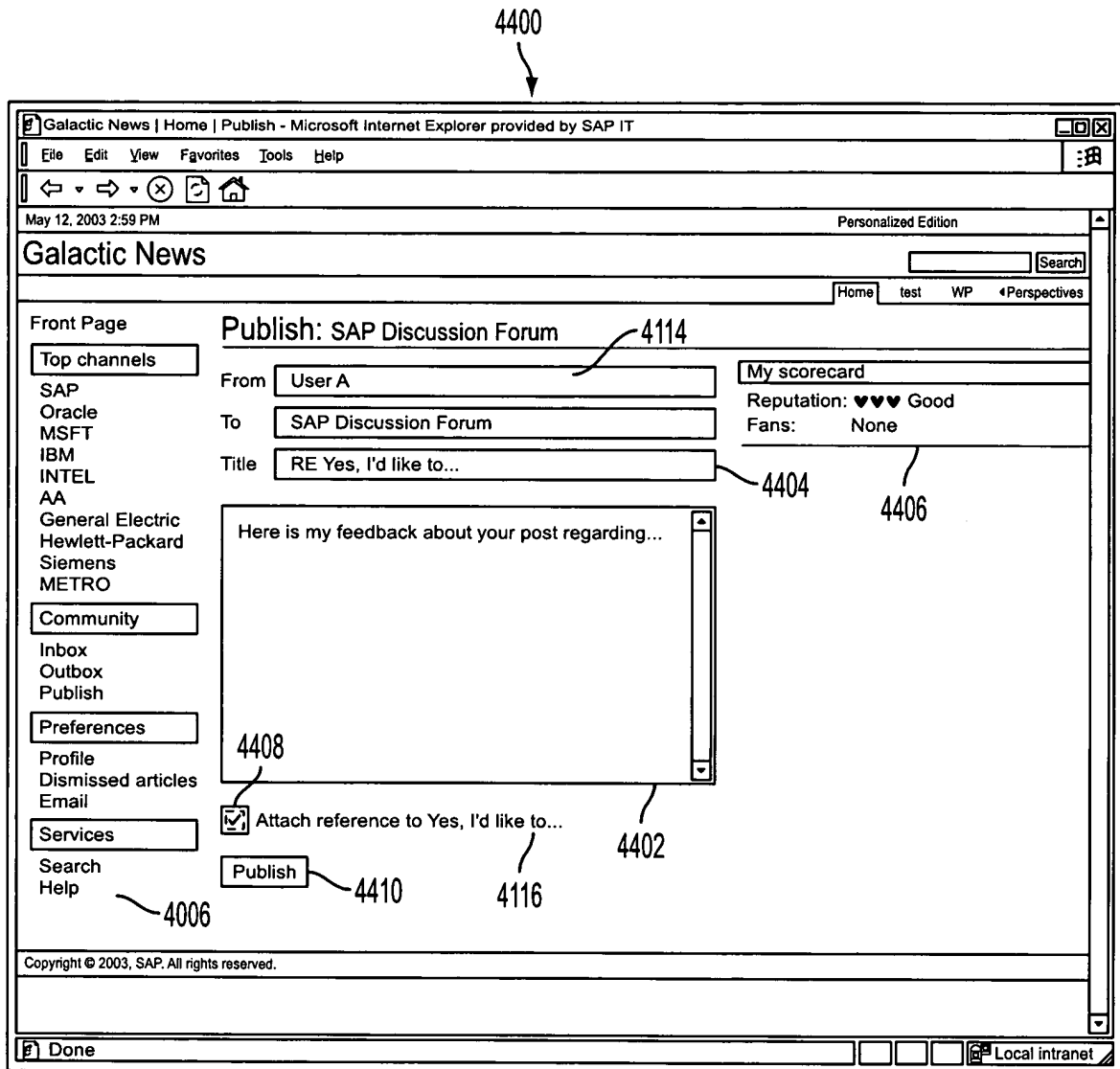


FIG. 44

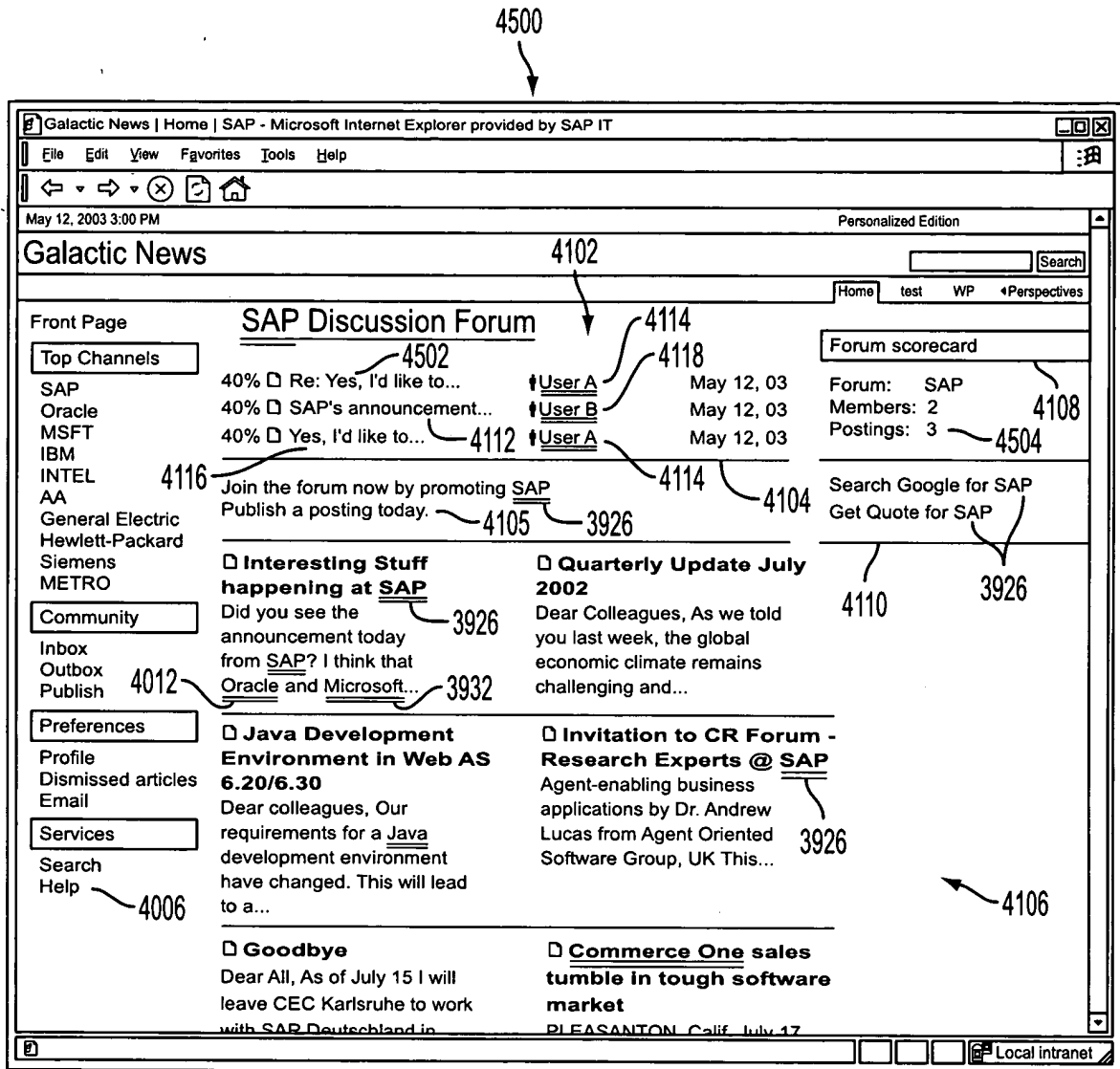


FIG. 45